Jewish COMMUNITY SERVICES
An agency of The Associated

Chief Executive Officer – Position Description









PBR EXECUTIVESEARCH

ORGANIZATION: **Jewish Community Services of Baltimore**
POSITION: Chief Executive Officer
REPORTS TO: Board of Directors
LOCATION: Baltimore, MD; in-person
INFORMATION: jcsbalt.org
TO APPLY: Please submit an interest form, uploading documents with title format "Last Name First Name – Letter (or Resume)," and complete the Voluntary Self Identification form. This will assist us in improving our hiring practices and ensuring equal opportunities. Participation is voluntary and will not affect your candidacy in any way.
QUESTIONS: Please contact JCSCEO@pbrsearch.com

BACKGROUND

Jewish Community Services (JCS) provides programs and services for people of all ages and backgrounds, helping them achieve their goals, enhance their well-being, and maximize their independence. Rooted in the principles and traditions of Judaism, including tikkun olam (repairing the world), JCS serves as an essential safety net for Baltimore's most vulnerable residents, both Jewish and non-Jewish, guided by its core values of respect, inclusivity, integrity, and community.

With a staff of more than 200 and an operating budget of between $15M and $20M annually, excluding pass-through grants, JCS offers a broad continuum of services spanning emotional and behavioral health; aging and caregiving; career and employment; children, teens, and families; financial stability; disabilities support; and wellness, prevention, and support. Based in the Greater Baltimore area and providing services onsite, virtually, through residential programs, and in schools across the region, JCS is one of 18 member agencies of The Associated: Jewish Federation of Baltimore (locally referred to as "The Associated") and a pillar of Baltimore's Jewish communal system.

POSITION

The ideal candidate is a seasoned, visionary human services executive with a history of leading organizational growth and evolution, who pairs strong business acumen with a deep commitment to the people JCS serves. The CEO will be a compelling external representative and inspiring advocate for JCS's mission. Building on the agency's strong foundation, they will articulate a bold, enterprise-wide vision that unites JCS's diverse services, inspires staff and stakeholders, and positions the organization for its next chapter of growth and impact. They will elevate JCS's visibility and strengthen its long-term sustainability, deepen partnerships with The Associated and across Baltimore's diverse Jewish and broader communities, and foster a culture of innovation and adaptability that enables JCS to anticipate and respond nimbly to evolving needs.

RESPONSIBILITIES

Strategic Leadership

- Partner with the Board, Advisory Council, staff, and other stakeholders to shape a bold, forward-looking strategy for JCS, articulating a shared vision that unites its various services and builds on the agency's strengths to advance its impact.

- Translate strategy into priorities, measurable outcomes, and clear accountability across departments; use client, workforce, and financial data to evaluate impact and guide decisions.
- Inspire and engage staff and stakeholders around JCS's strategic vision, fostering shared ownership and collaboration in advancing organizational priorities.
- Anticipate shifts in community needs, public funding, and the broader human services landscape, identifying opportunities for innovation and thoughtfully evolving JCS's programs and business model to ensure the agency remains responsive, nimble, and sustainable.

Program Leadership

- Ensure the accessibility, quality, integration, and continuous improvement of JCS's services across all service areas, in line with the mission and strategic goals.
- Work with senior management to strengthen client access and responsiveness and establish clear standards for client experience and outcomes.
- In collaboration with senior management, ensure that JCS operates in accordance with applicable laws, regulations, contracts, licensure, and accreditation requirements.

Financial and Operational Leadership

- Work closely with the senior management team to ensure that JCS operates within budget, optimizes resources, and maintains a positive financial position.
- Ensure that JCS's systems, technology, and facilities support efficient operations and a welcoming environment for clients and staff.
- Provide leadership for the ongoing development of organizational policies and procedures, with the goal of increasing clarity and efficiency across the organization.

Staff Leadership

- Provide strong, effective, and clear leadership for a dedicated team of clinical, direct support, and administrative staff; be an advocate for their work and a positive and accessible presence across the organization.
- Ensure the organizational structure and senior leadership are aligned to effectively advance JCS's mission, strategic priorities, and long-term goals.
- Foster collaboration and communication across departments and locations so that every staff member understands how their role contributes to the overall mission of the organization.
- Work with senior leadership to ensure that JCS maintains a positive, collaborative, and supportive culture that attracts and retains staff, provides opportunities for professional development, and has robust HR practices.

Partnership and External Relations

- Serve as the primary external representative for JCS, elevating the organization's profile and visibility and telling the story of its impact to a range of audiences.
- Expand on the strong, collaborative partnership with The Associated and advocate effectively for JCS and the people it serves within Baltimore's Jewish communal system.
- Deepen relationships with sister agencies, rabbis, congregations, and organizations across Baltimore's diverse Jewish community, as well as with partners in the broader Baltimore area.
- Foster and maintain positive relationships with government agencies, public officials, and foundations; remain up to date on changing policy issues and funding mechanisms; and leverage these relationships in support of JCS's growth and impact.

Board Relations

- Work closely with an engaged and active Board to determine and evaluate the ongoing strategic direction for JCS.
- Develop productive relationships with each Board member, ensuring that their contribution to JCS is aligned with their interests and the organization's needs.
- Partner with the Board to attract, engage, and retain Board and Advisory Council members who can help the organization realize its mission and vision.

QUALIFICATIONS

Experience – Required

- An advanced degree (e.g. an MSW, MPA, MBA, JD) or a bachelor's degree in a related field with a significant amount of related professional experience including some experience managing human services
- Significant executive leadership experience in a human services, behavioral health, disability services, or similarly complex, multi-service organization (offering similar or related services), with a track record of developing and executing strategy, guiding organizational growth and evolution, and achieving results in collaboration with an engaged board and staff
- Demonstrated business acumen, including experience setting and managing budgets and diverse revenue streams including government contracts, grants, and reimbursements
- Ability to represent the organization locally, regionally, and nationally; experience forging partnerships with individuals, organizations, and government officials
- A demonstrated commitment to Jewish values and traditions within an ever-changing and diverse landscape; familiarity with the Jewish community of Baltimore or the ability to quickly become an engaged, welcomed, and respected member of it is essential

Experience – Preferred

- Experience in a Jewish communal or Jewish human services organization
- Experience working within a shared funding system to include some experience and/or in-depth proven understanding of fundraising
- Experience cultivating relationships with funders

Personal Attributes

- A forward-thinking, adaptable leader who embraces innovation, builds consensus, and brings people together around a shared vision for the future
- Passion for JCS's mission and deep compassion for the people it serves
- Relational energy and a warm, engaging, and compelling presence, with the ability to inspire staff, partners, and community members in supporting JCS and its programs
- High degree of emotional intelligence and the ability to effectively navigate a wide range of complex dynamics and relationships
- An effective listener who leads with curiosity and humility
- Strong written and verbal communication skills, with the ability to tell JCS's story to a range of audiences

COMPENSATION

- Anticipated salary is $350K – $400K; compensation for the finalist selected for this role will be set based on a variety of factors, including but not limited to budgetary considerations, qualifications, experience, and track record of success. This hiring range represents JCS's good faith and reasonable estimate of the range of possible compensation at the time of posting and a willingness to consider candidates at different career stages and experience levels.
- Comprehensive, competitive benefits package.

Frequently cited statistics show that women and people from underrepresented groups apply to jobs only if they think they meet 100% of the criteria. If you meet many but not all the criteria and feel you may be a good fit for the role, JCS encourages you to apply.

JCS is an Equal Opportunity Employer and does not discriminate on the basis of age, color, national origin, ethnic origin, citizenship status, disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, marital status, veteran status, or any other characteristic protected by federal, state, or local law in its employment policies. JCS will provide reasonable accommodations for qualified individuals with disabilities.