

**Recruitment Profile
for**

Executive Director & CEO



***LGBTQ Community Center of the Desert
Palm Springs, CA***

March 2021

LEADERSHIP TRANSITION | EXECUTIVE SEARCH | BOARD ADVISORY

POSITION DESCRIPTION

Title: Executive Director & CEO

Organization: LGBTQ Community Center of the Desert

Reports to: Board of Directors

Location: Palm Springs, CA

ORGANIZATION OVERVIEW:

The LGBTQ Community Center of The Desert (“The Center”) is the only non-profit community center in Eastern Riverside County run *by* and *for* LGBTQ people of all ages and identities. Its mission is to create a vibrant community by “helping LGBTQ people along their way.” The Center envisions a Coachella Valley with LGBTQ people living authentically and thriving in a supportive and inclusive community.

A vital Coachella Valley community member and partner, The Center is committed to providing a safe space and supportive environment in which to offer programs and services that are both a) informed by community need, and b) aligned to the core strategies of Ending Isolation & Loneliness, Connecting People to Resources & Community, and Enriching Individual & Collective Experiences.

The Center was initially founded by a group of long-time community members as Prime Timers of the Desert (later renamed Golden Rainbow Center), with the primary purpose of ending isolation and loneliness for LGBTQ seniors in Palm Springs. It has grown exponentially since then – from a team of three to a team of 25, from a budget of less than \$500,000 to nearly \$2 million, and from a single location in Palm Springs to a physical and programmatic presence throughout the Coachella Valley. The Center now provides a broad and diverse range of programs and services, organized around the six Center-identified “aspects of a vibrant community” encompassing:

- Social Safety Nets
- Personal Empowerment
- Mental/Emotional/Behavioral Health
- Physical Health
- Social Interaction/Fun
- Life Enrichment

These offerings include a mental/behavioral health clinic, a community food bank, health & wellness programs (in partnership with Eisenhower Health), and a recently opened facility in Coachella. The Center began providing LGBTQ programming in the East Valley in partnership with Alianza and other community-based organizations in 2016 and opened physical space there in 2020. In the 2019 – 2020 fiscal year, community members made more than 72,000 visits to The Center for programs and support.

PROGRAM HIGHLIGHTS

Scott Hines Mental Health Clinic:

Members visit the health clinic on average 250 times per month for

- Individual, couples and group counseling at low to no cost.
- Peer-led support groups for bereavement, long-term HIV/AIDS survivors, 12-step programs, et. al.
- Transgender Counseling Groups for trans people and their loved ones.

Community Food Bank

The Food Bank serves on average 140 households per week pre COVID. During COVID, The Food Bank served on average 220 households weekly.

Buddy2Buddy Outreach: Provides companionship and emotional support to those in need of connection.

Cultural Competency Trainings:

Trainings held at Coachella Valley Unified School District, Palm Springs Police Department, and Palm Springs Unified School District.



Program Highlights (cont'd)

Eisenhower Health & Wellness

Community Programs: Provides access to Eisenhower's physicians on a variety of health topics.

Trans Tuesdays: Confidential HIPAA-Compliant Meetings every Tuesday.

Women: Groups, events, volunteer opportunities, and activities specifically for women in the community.

East Coachella Valley:

In partnership with Alianza Coachella Valley, residents and other community organizations, The Center has helped create LGBTQ-affirming community spaces in the Eastern Coachella Valley.

This work finds its foundation in the 2016 Youth Participatory Action Research report, which was conducted by Building Healthy Communities, Coachella – a project of The California Endowment – and identified the six guideposts for The Center's work in ECV:

- Access to LGBTQ+ Teen Center
- Parent Support Groups with LGBTQ+ Children/Youth
- Mental Health Support
- Access to health care specific to LGBTQ+ matters
- Access to safe spaces
- Distribution of general information about LGBTQ+ community needs

for more information see:
www.thecenterps.org/programs/

The Center is governed by a 10-person, volunteer Board of Directors and has a dedicated staff of 13 full-time and 12 part-time staff, including 9 counseling interns in the mental health clinic. Roughly 90% of The Center's \$1.9 million in annual fundraising revenue is contributed by individual donors in the form of major gifts, a ~300-member Ocotillo Club of sustaining, annual donors, and support of special events. The balance comes from local municipalities, business partners, foundation support and a growing number of planned gifts.

The Center also recently completed a "moderate" capital campaign which has allowed for improvements and updates to the workspace for admin and program staff, and for relocation and expansion of the mental health clinic to new space on a separate floor for increased patient privacy and access. These projects are currently underway and nearing completion.

(For more information, please visit www.thecenterps.org)

REPORTING:

Reports to the Board of Directors. Oversees a staff of 25 full- and part-time staff – including the Directors of Programs, Development, Behavioral Health Services, Operations & Finance, IT & Business Systems, and Innovation & Engagement – plus interns, fellows, and volunteers.

THE POSITION:

The Executive Director and CEO will assume primary operating and oversight responsibility for The Center and will work closely with Board, Staff, and community partners to advance the organization's work and mission. She/He/They will have ultimate responsibility for strategic, operational, administrative, and financial stewardship in concert with the Board of Directors and will actively engage internal and external stakeholders in creating a shared vision for the future of the Center.

This executive leader will also work with Board and Stakeholders to develop and implement a new strategic plan and will provide motivational leadership to The Center with a focus on the following organizational priorities:

- Ensure ongoing financial sustainability through growth and diversification of fundraising programs, capacity, and results
- Broaden outreach to new individuals and communities while deepening engagement with current constituents, supporters, and partners
- Grow, improve, and align programming to meet evolving community needs
- Strengthen and improve operational systems and structures that support people, programs, and organizational growth
- Raise visibility, awareness, and understanding of The Center's work and accomplishments with all audiences



The Executive Director & CEO will also function as a primary representative of The Center and the people and communities it serves at public events, in the media, with policy makers, and in coalition with other allied community organizations and leaders.

RESPONSIBILITIES:

Organizational Leadership & Development

- Lead long-range visioning and planning in partnership with Board of Directors while engaging staff, volunteers, community, and stakeholders in this work;
- Inspire, motivate, and lead a team of committed and engaged professionals to realize the organization's mission, vision, and strategic goals;
- Develop and improve organizational infrastructure – including business processes, systems, policies, and tools – to maximize efficiency and support current and future growth;
- Build strategic relationships and partnerships that will strengthen The Center's overall reputation, visibility, and reach in the Coachella Valley.

Fundraising & Resource Development



- Manage and support the work of the Director of Development, the Development Committee of the Board, and the Development Team to ensure that all fundraising goals are met or exceeded;
- Help to grow fundraising programs and diversify revenue streams to broaden The Center's base of support and strengthen its financial position;
- Personally maintain positive relationships with key individual and institutional funders;
- With the Development Team, lead the re-imagining of special events post-COVID-19 to expand participation, reach, and results.

Staff Management & Development

- Maintain a professional climate that supports staff in setting and achieving goals while attracting and retaining top-quality staff;
- Create professional development plans for team members that provide opportunities for continued learning, training, and advancement, and build a leadership pipeline for The Center;
- Revise organization structures, roles, responsibilities, and job descriptions – as necessary (and within budget parameters) – to maximize capacity and impact;
- Lead the establishment of human resources policies, procedures, and/or practices that support effective people strategies, as well as the recruitment, selection, employment, and management of employees;
- Advance an inclusive, performance-based culture that is collaborative, transparent, and respectful/affirming of all backgrounds and identities.

Financial Management

- Manage and support the Director of Operations & Finance;
- Ensure sound financial practices and stewardship of the organization's resources;
- Ensure effective budget development and management.

Community Building & Outreach

- Nurture and develop relationships with community leaders, government agencies, partner organizations, local businesses, elected officials and other external stakeholders;
- Work with the Board, community partners, and the Engagement/Outreach Team to identify and engage new individuals, groups, and communities – including women, youth, people of color, and trans/nonbinary people – in the work and programs of The Center;
- Attend community events and cultivate speaking opportunities to deepen local networks, engage new donors, and expand community presence;
- Develop and implement strategies to further establish The Center as a respected community leader and partner and THE “Go-To” organization for LGBTQ programs, people, and information.

Program Management & Support

- Manage and support the Director of Programs and the Program Team in ensuring programmatic excellence, evaluation, and quality of services;
- Partner with staff, program participants, and community members in proactively identifying opportunities to expand, improve, and/or redesign programs to meet evolving needs;
- Support the development and implementation of systems for program evaluation, monitoring, and continuous improvement.



Board Relations

- Collaborate with and support the Board of Directors in fulfilling its governance and fiduciary roles;
- Partner with the Board and its various Board Committees/Chairs to implement strategic plans and identify areas of growth;
- Report regularly and transparently to the Board of Directors to provide insight and awareness into operational, financial, and programmatic progress and challenges;
- Support development of strong Board recruitment, retention, training, and accountability efforts;
- Ensure that the Board is kept fully informed on the condition of the organization and important factors influencing it.

[NOTE: While no single candidate will have equal expertise in all the areas above or all the skills, experience, and characteristics below, successful candidates will possess a compelling combination of many of them and the self-awareness and wisdom to leverage existing and/or new resources in the area(s) where they lack personal mastery.]

CANDIDATE PROFILE:

The new Executive Director & CEO will be an experienced and dynamic leader with a high level of emotional intelligence and professional maturity. They will have proven skills in fundraising, strategic planning, and organizational leadership and growth as well as a commitment to diversity, equity, and inclusion at all levels of the organization. They will bring a transparent, fair, and collaborative leadership style as well as a successful track record of managing, developing, and supporting people and teams of broadly diverse ages, background, experience, and identity.

Successful candidates will demonstrate personal passion for The Center’s work and mission and a deep understanding of current issues facing the LGBTQ community. They will be empathetic, warm, and people-centered and, at the same time, bring the professional skills and knowledge of systems, processes, and policies to lead an organization to new levels of growth and success. Regardless of professional background,



an understanding of the intersectionality of racial equity, gender equity, and social justice in the LGBTQ movement is critical.

Required Skills and Experience (Must Haves):

- Minimum of seven years of successful senior leadership and management experience (CEO, Executive Director, Deputy Director or similar), including strong strategic planning, staff management, operations development, and relationship management skills, ideally in a nonprofit environment;
- Successful track record of nonprofit revenue development including individual, corporate, foundation, and special event fundraising;
- Excellent people and team management skills with proven ability to positively coach and mentor staff while also ensuring accountability for results and outcomes;
- Financial oversight and budget management experience in an organization of comparable size and complexity and with similar funding sources;
- Intersectional understanding of LGBTQ social, political, and equity issues;
- History of having led organizational growth while facilitating greater mission achievement;
- Experience building and managing budgets while driving sound financial decisions and policy making;
- Ability to cultivate strategic relationships with other nonprofits, community organizations, public officials, LGBTQ Movement leaders, and non-LGBTQ allies;
- Exceptional written, oral, and electronic communications skills;
- Ability to lead effectively across differences in age, sexual orientation, gender identity, racial and ethnic background, ability, and socioeconomic status.

Desired Skills and Experience (Nice to Have):

(competency in one or more of these areas may compensate for a gap elsewhere)



- Program design, development, and/or evaluation expertise;
 - Formal marketing, branding, and/or communications education and training;
 - Previous DEI/anti-racism/anti-bias training (as an individual or as part of an organization);
 - Knowledge and/or experience overseeing human resources policies and practices;
 - Leadership experience in an organization or environment with Mental/Behavioral Health and/or Clinical programs or operations;
- Work in another LGBTQ or other community-based/community-centric, direct service organization;
 - Experience working collaboratively and transparently with a Board of Directors or similar volunteer leadership group.

Desired Personal Qualities and Characteristics:

- Passion and commitment to The Center’s work, mission, and people it serves;
- Embodies The Center’s core values of Respect, Excellence, Inclusiveness, Fun, Integrity;
- Strong interpersonal skills and high level of self-awareness;
- Charismatic leadership presence and engaging public speaker;
- Willing and able to act as ‘the face and voice’ of The Center in a small-ish, tight-knit community;
- Comfortable and effective with distributed leadership and collaborative decision making;
- Able to build bridges when working with diverse communities;
- Inclusive vision of who and what the LGBTQ community is;
- Accessible, relatable, personable, authentic, and warm;
- Empathy, compassion, and sense of humor.



COMPENSATION & BENEFITS:

The Center is offering a comprehensive compensation package inclusive of salary (commensurate with experience) and full benefits. Benefits include: health, dental and vision insurance; \$20,000 term life insurance; four weeks of paid vacation; thirteen paid holidays; a 401K Plan with up to 3% matching benefit; Paid sick leave.

TO APPLY:

Inquiries, nominations, or applications (including a cover letter and resume) should be directed electronically and in confidence, to search@kevinchasesearch.com. We are pleased to answer any questions or supply further information.

Kevin Chase Executive Search Group has been retained to lead this recruitment effort on behalf of the LGBTQ Community Center of the Desert. The Center is an equal opportunity employer; a diverse workforce and inclusive culture are core values. The Center and Kevin Chase Executive Search Group encourages applications from all qualified individuals without regard to race, ethnicity, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, citizenship, disability, or veteran status.

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All inquiries or referrals will be held in strict confidence.

Please note that all education, dates of employment, compensation and other information provided will be verified prior to an offer of employment.

