Chief Executive Officer

Gándara Mental Health Center, Inc. is a primary provider of behavioral health and other human resources in Massachusetts with a current budget of $50 million dollars. Gándara Center's 850 staff provides more than 12,000 adults, children, and families with culturally sensitive behavioral health, substance use, preventative, and educational services.

The ideal candidate is a dynamic and innovative leader in the behavioral health field who will provide strategic leadership and direction, and will achieve the delivery of quality behavioral healthcare services through the effective management of fiscal and human resources. In collaboration with the Board of Directors, the leadership team, staff and the community, the CEO will develop and articulate strategic directions to expand Gándara Center’s leadership role in the Massachusetts behavioral health and human service field.

The successful candidate must be a highly effective collaborator who can work with a diverse constituency including elected officials, consumers, family members, and advocacy groups in the mental health, intellectual disability, or substance use services area and related human services fields.

This position is directly accountable and responsible to Gándara Center’s Board of Directors.

The CEO candidate’s qualifications include:

- Documented background in human services program planning, implementation, monitoring, evaluation, and performance improvement methodologies/processes and human rights requirements.
- Proven hands-on, entrepreneurial experience providing strategic and tactical leadership with a minimum of ten years of experience in a senior management role in a behavioral healthcare/human service organization with functions and responsibilities comparable to a community mental health organization which provides clinical services.
- Working knowledge of administrative and management principles and practices of human service administration, business administration, or government program administration.
- Bicultural competence of multiple cultural groups, with a large focus on the Hispanic community. Considerable experience in human services and financial management, including budgeting, resource allocation, monitoring, auditing, policy formulation and implementation, and contract negotiation and administration.
- Experience in interpreting, communicating, and administering federal, state and local laws, regulations, and policies involving the operation of programs and services for persons with mental health, intellectual disability, and substance use disorders.
- Effective public speaking; exceptional written and verbal communication skills.
- Demonstrated success in achieving organizational objectives through proactive leadership and management of the staff and maintaining close working relationships with the Board of Directors.
- Knowledge of the concepts of recovery, self-determination, and person-centered planning and care.

**Additional Requirements:**

- Master’s degree in social work, psychology, hospital administration, business, non-profit management or other behavioral health related field
- Working knowledge of behavioral health management practices and clinical operations.
- Advanced knowledge of state and federal regulations and various accreditation requirements related to behavioral health services management
- Ability to travel a minimum of 20% of the work time
- Fluency in Spanish preferred

**This opportunity offers the following:**

- Challenging and rewarding work environment
- Competitive compensation and benefits, including medical, dental, vision, 403b
- Relocation assistance

**Essential Job Duties**

1. Plans, organizes, directs, and controls the activities of GMHC’s operations through the application of a range of management and leadership skills in accordance with the agency’s Strategic Plan. Ensures agency’s mission and goals are achieved.

2. Leads the development of staff recommendations to the Board on new programs or major policy changes/revisions, and assures the effective implementation of these programs or changes and effectively delegates responsibilities.

3. Analyzes program performance and community needs. Continuously monitors program and department performance, evaluating requests for changes to improve service from staff and consumers, coordinates unit cooperation to eliminate duplication and adjusts practices to establish policy as necessary.

4. Directs preparation and approval of strategic plan, annual budget and support materials for Board examination. Presents staff recommendations and has final staff responsibility for budget control throughout the fiscal year. Assures proper expenditure, revenue controls, and effective budget process methods. Appropriate and timely information to the board regarding budget concerns and issues.

5. Responsible for hiring, evaluating and terminating clinical and senior management and support staff who report directly to the CEO. Has final staff responsibility for personnel practices, staffing, employee performance and delegate’s personnel activities in accordance with GMHC guidelines. Ensures hiring competencies and qualified staffing

6. Coordinates relationships with community organizations and groups, current and potential funding services, local, state and federal organizations in governmental units, and elected officials to promote efficient and effective services.
7. Represents GMHC as a delegate to the Association of Community Mental Health Boards and other local, statewide and national bodies and as a member on committees of these groups to promote the interests of GMHC, its consumers and staff.

8. Ensures that operational direction and supervision is adequately supervised and provides direction to managerial, professional and support staff, delegating as necessary.

9. Maintains liaison relationship with federal, state, and local mental health officials in an effort to define procedures, statutory, requirements and funding. Coordinates the organization’s media and public relation activities, including: speaking to community groups, maintaining relationships with media representatives and writing and speaking on a variety of subjects relating to mental health.

10. Maintains a strong working knowledge of current trends in healthcare specifically with regard to mental health, substance abuse, developmental disabilities and child, young adult and family services in areas with high social and health disparities.

11. Serves as the chief liaison to the Board of Directors, serving to support Board decision-making. Consults with the Board regarding any new policy issues and concerns on continuous basis. Reports to the Board that are concise relative, and informative.

12. Builds consensus among parties with differing viewpoints to obtain a working agreement. Assumess other duties and responsibilities as assigned by the GMHC Board of Directors

13. Maintains productivity standards relative to the requirements of the position.

14. Establishes and maintains effective community relations including but not limited to consumers, staff, Board of Directors, outside agencies, service providers, vendors, accrediting bodies, and any other entities involved with the Board.

15. Responsible for knowledge about consumer recipient rights and procedures governing them, including the results from recipient rights issues.

16. Responsible for the knowledge and adherence to all GMHC policies and procedures

17. Observes all rules of confidentiality as it relates to consumer information, both internally and in dealing with outside individuals and/or agencies and all the state agencies, regulatory or professional guidelines and practices.

The job description is not intended as a complete list of specific duties and responsibilities. Nor is it intended to limit or modify the right of the Board of Directors to assign and direct the work of this position.
Benefits:

- Retirement Plan 403(b)
- Health, Dental, Vision, and Life Insurance
- Paid vacations
- 11 paid holidays
- 8 discretionary days a year
- Discounts offered to your Verizon and/or Sprint plans
- Hiring Bonus Eligible!

Please forward your Resume/CV to Gándara Recruiter Jayson Sánchez at jsanchez3@gandaracenter.org or Gandara Careers at careers@gandaracenter.org. For additional inquiries, call our office 413-930-4292.

Gándara Center provides residential, mental health, substance use and preventive services for children, adults and families across the Pioneer Valley and eastern parts of Massachusetts. Founded in the Hispanic community, we value cultural diversity and strive to provide culturally competent, innovative services to a diverse community.