



Chief Executive Officer Position Profile



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Headquartered in Tacoma, WA, the Metropolitan Development Council (MDC) is seeking a Chief Executive Officer to lead the agency to its next level of success. MDC is an exciting, vital community resource for Tacoma and Pierce County. Providing more than 40 programs through 200+ employees and a \$25,000,000 budget, MDC is the safety net of wrap-around behavioral health, substance abuse, homeless services and housing programs serving the most challenged individuals and families in the Tacoma area.



MISSION

To educate our community to change the perception of poverty and deliver innovative services that equip individuals and families to thrive.

VISION

We envision an equitable community with engaged individuals, working together to improve the health and well-being of all community members. We want a safe place to live, to raise a family, and to find meaning and purpose in our daily lives.

More About MDC

Founded in 1964 as a Community Action Agency

MDC is a strategic partner with schools, local hospitals, cultural venues, colleges and universities, non-profits, and local governments. Reaching out to the full community—foundations, businesses, organizations, and individuals—to help diversify needed support so the organization can continue to provide critical services to the community.



Continuing economic struggles for many in Tacoma’s low income communities requires a joint effort to sustain what has been accomplished and continue to grow. MDC is responding to this challenge with new board and staff leadership, investment in staff training and development, a leaner management structure, greater volunteer involvement and a commit-

ment to continuous process improvement within our organization, as well as each of our 40 programs.

MDC provides services focused on improving the health and well-being of very low income individuals and families.

<https://mdc-hope.org>



VALUES

Excellence: We are committed to delivering the highest quality service and responding to the needs of our community.

Integrity: We are committed to serve as stewards of community resources and demonstrate ethical, honest and trustworthy behavior in all our actions.

Human Potential: We value the hope and promise of every individual and believe in everyone’s ability to succeed.

Inclusion: We value diversity and individuals working together.

Equity: We are committed to being fair and ensuring people have access to the same opportunities.

MDC PROGRAM AREAS

HEALTH

MDC offers healthcare services for economically disadvantaged and homeless members of the community.

Untreated medical conditions can lead to unemployment, homelessness, and despair. Once medical needs are met, individuals can begin to fulfill their personal goals of housing, employment, and education as they work toward self-sufficiency. MDC offers a wide range of wrap-around services that address specific needs of homeless and low-income families and individuals.

Healthcare programs and centers supported by MDC include:

- Tacoma Detoxification Center
- The Center for Substance Abuse Recovery
- MDC Behavioral Health and Recovery program
- DUI Alternative Detention

EDUCATION

MDC Education programs help students from low-income, first-generation families graduate from high school and prepare for college.

MDC Educational Talent Search (ETS) is an early intervention college preparation program that assists students in grades 6 through 12 to understand their educational opportunities and potential.

The Educational Opportunity Center (EOC) provides free educational support to adults in the following areas: educational planning, career advising and exploration, assistance with financial aid forms and college applications, and student loan default advocacy.

EMPLOYMENT

MDC Employment services help people overcome barriers to employment; provide opportunities for career development, training, and gaining or retaining career track employment.

The Educational Opportunity Center assists adults from all income levels with free employment training and coaching.

The High-Demand Industry Training (HIT) also offers individuals an opportunity to train for jobs identified as being in high demand by business leaders in our community.

Childcare Food Program: Offered by MDC ensures proper nutrition for all children enrolled in licensed in-home daycares.

HOUSING

MDC owns and manages 375 units of housing in four service models for low-income and homeless families and individuals throughout Pierce County.

MDC also assists homeless veterans through outreach, case-management services, assistance in obtaining benefits and emergency financial resources. The Supportive Services for Veteran Families (SSVF) Program seeks to prevent veterans and their families from becoming homeless and seeks rapid rehousing for those who have lost their homes.

Designed for qualifying low-income residents within the city limits of Tacoma, the Weatherization Assistance Program provides access to services that will improve energy conservation, including insulation and furnace repairs. In addition, the Energy Assistance Program provides a one-time per program-year grant to assist eligible low-income households with heating costs.

MDC STRENGTHS, FOCUS, & OPPORTUNITIES



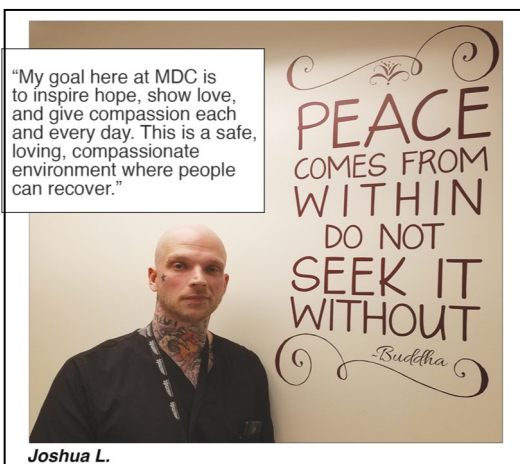
Strengths:

- Offers wrap-around services in housing, behavioral health and employment in a single system that values diversity, equity and inclusion
- Staff members are highly skilled, caring, empathetic and committed professionals working as a team dedicated to improving the health and well-being of people experiencing the challenges of low income, homelessness, chemical dependency and behavioral health issues.
- Enjoys very strong partnerships with state and local officials, law enforcement and other complementary service providers
- Governed by a very effective board of directors whose members bring a variety of skills and knowledge and are committed to advocating for and providing the best services possible to MDC's clients



Initial (12-18 months) Focus for the CEO:

- Establish a culture of respect, trust, diversity, equity and inclusion that will attract, develop and retain highly skilled and committed staff members who can continue to provide and improve top quality services to MDC's clients
- Develop strong, transparent relationships with the Board of Directors
- Become conversant with MDC's programs, services and funding
- Develop strong relationships with MDC's partners and funders
- Assess organizational structure and effectiveness for optimum alignment with the strategic plan
- Establish partnerships to explore ways to increase supportive low-income housing in the Tacoma area



Longer Term Challenges & Opportunities:

- Position MDC as a thought leader and convener of partners and community members to improve services to people who are experiencing homelessness, poverty and related problems
- Increase MDC brand awareness and understanding
- Diversify MDC's revenue base with a increased focus on philanthropy
- Explore partnerships/collaborations with other organizations to decrease overhead costs

THE POSITION



AUTHORITY & REPORTING

Reporting to and working closely with the Board of Directors, the CEO is responsible for the strategic direction of MDC. The CEO is the chief spokesperson with a strong focus on advocacy, communications, and relationship building. The CEO has ultimate responsibility for day to day management and administration, finance and operations, community and partner relations, and grant and philanthropy development within the policies established by the Board of Directors.

WORKING RELATIONSHIPS

The CEO is expected to interact with the following on a regular basis. Teamwork and a professional public presence are essential.

- MDC Officers and Executive Committee
- MDC Board of Directors members
- MDC Staff at all levels
- Current and future funders
- Current and future donors
- Program participants
- City and County elected leaders and staff
- Media
- Business and community leaders
- Volunteer and staff leaders in collaborative or partner programs

DESIRED QUALIFICATIONS

- 4 year degree required. Advanced degree desirable
- Seven-plus years in a CEO or senior management role in a complex, similar or larger sized nonprofit organization
- Demonstrated ability to empower, mentor, motivate and engage staff members at all levels
- Demonstrated experience and commitment to the principles of diversity, equity and inclusion
- Strong business and financial acumen
- Experience working with complex funding and reporting streams
- Successful experience working with a volunteer board of directors
- Experience leading in a union environment
- Experience in low-income housing and/or behavioral health a plus



COMPENSATION & BENEFITS

A excellent compensation and benefit package will be provided for the right candidate with the right skills, background and track record.



REQUIRED PERSONAL ATTRIBUTES

The ideal candidate will exhibit the following personal talents and attributes:

- Accessible and approachable
- Assertive
- Committed to diversity, inclusion, equity and social justice
- Empathetic
- Honest
- Humble
- Innovative
- Inspiring
- Integrity
- Outstanding communicator
- Passionate
- Positive demeanor
- Relationship builder
- Sense of humor
- Strategic thinker
- Transparent
- Trustworthy

BEHAVIORAL & PROFESSIONAL COMPETENCIES

The ideal candidate will exhibit the following behavioral and professional competencies:

- Accountability – Follows up and holds employees accountable for completion of assigned work
- Coaching Effectiveness – Instructs others so they learn and develop skills needed to achieve objectives
- Delegating – Thinks and plans to assign workload to subordinates proactively rather than reactively
- Goal Setting – Establishes and achieves challenging goals through ambition and execution skills
- Leadership Effectiveness – Achieves with distinction, perseveres despite resistance, and influences others
- Managing Relationships – Establishes effective working relationships; willingly and skillfully manages conflicts
- Problem Solving – Assesses situations and envisions solutions which meet the organization's unique needs
- Relationship Building – Displays strong human relationship building and interpersonal abilities; builds strong rapport with others that results in collaboration and trust
- Self-Awareness – Displays self-knowledge of strengths and needs to identify resources where there are gaps
- Strategic Thinking – Develops broad, long-ranged objectives and plans that meet contingencies
- Resiliency – Reacts to stress in a balanced manner as needed to sustain performance levels
- Supervising – Marshals resources to get things done effectively and efficiently
- Time Management – Effectively uses time so priority issues receive appropriate focus and effort



LIVING & WORKING IN TACOMA, WA

Metropolitan Development Council (MDC) is located in beautiful Tacoma, WA. Surrounded by mountains and water, the Pacific Northwest features picture-perfect views and abundant recreational opportunities year-round. Drawing families to its charming neighborhoods with big city amenities, true urbanites are drawn to downtown Tacoma for its living spaces with sweeping mountain, city and water views. Environmentally progressive, tech-savvy, artistic, festive and surrounded by water and stunning mountain views, this unique, vibrant and personality-rich city will delight each of your senses.

Tacoma and the Pierce County area is a great place to live, visit and do business. The area is home to a diverse population of nearly 800,000 people. Whether you're looking for economic opportunity, cultural events or educational excellence, you'll find it—and much more—in Tacoma.

The city is also home to nationally known educational institutions such as the University of Washington Tacoma, the University of Puget Sound, Evergreen State College Tacoma campus, local community and technical colleges, and nearby Pacific Lutheran University. Many globally-recognized organizations are headquartered or have major facilities in the Northwest including: Boeing, Microsoft, Google, Amazon, Facebook, State Farm Insurance, BNY Mellon, Columbia Bank, Key Bank and many others. The entire Tacoma waterfront and Point Defiance Zoo and Aquarium are undeniably highlights to individuals and families living or visiting the area. Just a quick 30 minute drive to Seattle will allow you to root on national sports teams such as the Seattle Seahawks, Seattle Mariners Baseball Club, Sounders FC, Seattle Storm WNBA and the Thunderbirds hockey team.

Although the Pacific Northwest is known for its rain, Tacoma actually is far from one of the wettest cities in the United States. Rain jokes aside, Tacoma boasts gorgeous mid-70 to 80 degree summers. Mild winters occasionally see a few days of snow. Within about 45 minutes you can reach the perfect destination for snow and water sports, plus golf, hiking and camping.

For more information on living in Tacoma go to www.cityoftacoma.org.



TIMING AND APPLICATION

APPLICATION AND SELECTION PROCESS

Applications received by **5:00 p.m. on August 31, 2018** are assured full consideration. It is wise to apply earlier if possible because additional application materials may be sought. It is anticipated that final candidate interviews will be held the week of September 17, 2018 with a decision made shortly thereafter.

To register as a candidate or view more information, please go to:

<http://www.hagelsearch.com/mdc>

All submissions will be acknowledged and will be held in strict confidence. Finalists for the position will be required to participate in a behavioral and critical thinking assessment. These assessments, delivered in two separate sessions, are web-based, take about 45 minutes each, and help match the candidate's traits with the desired traits detailed above. All results are held strictly confidential.

Contact Information

For further information please contact: Frank Hagel (253) 572-2439 x304 or Marcia Walker (253) 572-2439 x310. Or email: frank@hagel.net or marcia@hagel.net. DO NOT submit your application to these email addresses.



EQUAL OPPORTUNITY

MDC is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, religion, creed, age, marital status, veteran status, sexual orientation, gender identity, disability, or other classifications protected by applicable laws. MDC's organizational values include "inclusion" and "equity." As such, MDC actively seeks and strongly encourages applicants with diverse backgrounds and experiences to apply.