



OPPORTUNITY: Executive Director

The Center for Family Support

ABOUT THE ORGANIZATION

The Center for Family Support, NY (CFS) is a long-standing human services organization that provides individualized support to people with intellectual and developmental disabilities and to the families who care for them. Founded in 1954, it is recognized as one of the pioneering agencies in the New York metropolitan area and New Jersey, with a mission centered on helping individuals live their best lives through person-centered, community-based services. CFS supports more than 1,000 individuals through programs designed to promote independence, learning, and meaningful engagement in home and community settings.

CFS offers a broad range of support for people with developmental disabilities, including in-home services, community habilitation, residential support, and family assistance. Its approach emphasizes personalized planning, skill development, and helping individuals thrive in the least restrictive, most community-integrated environments possible. The organization also provides guidance and resources to family caregivers, recognizing their central role in long-term support.

ABOUT THE OPPORTUNITY

Reporting to the Chief Executive Officer, the Executive Director serves as the senior leader of CFS New Jersey, providing strategic, operational, and administrative oversight for a comprehensive system of services supporting individuals with intellectual and developmental disabilities (I/DD). This role ensures the effective delivery of high-quality, person-centered services while advancing the mission, vision, and long-term goals of the organization.

The Executive Director oversees all New Jersey operations, including Residential Services and Community Day Programs, and holds full authority over program leadership at every level. Direct reports include the NJ Operations Manager, VP of Residential Services, VP of Clinical Services, VP of New Jersey Day Services, and NY Chief Program Officer, with a dotted-line relationship to the Intake Coordinator, Benefits Entitlement Specialist, Program Coordinator. The Executive Director is a key member of the Executive Team alongside the CEO, CPCO and CFAO.

POSITION RESPONSIBILITIES

Strategic Leadership & Organizational Development

- Implement the mission, vision, and strategic priorities of CFS New Jersey.
- Lead strategic planning, governance initiatives, and agency-wide policy development.
- Design and communicate operational strategies, structures, and systems that enhance efficiency, quality, and growth.
- Drive cross-functional performance improvement and organizational development initiatives.
- Ensure alignment of all programs with regulatory standards and I/DD best practices.

Management, Administration & Operational Oversight

- Provide executive leadership across all New Jersey programs and operational departments.
- Maintain deep knowledge of service areas, emerging trends, and human services operational standards.
- Direct daily operations to ensure compliant, person-centered, and effective service delivery.
- Develop, refine, and monitor organizational systems, standard operating procedures, and policies.
- Ensure compliance with all regulatory, licensing, and accreditation entities.
- Oversee human resources functions, performance evaluation processes, and workforce development.
- Serve as final arbitrator for staff grievances, promoting a culture of accountability and excellence.

Financial & Business Management

- Oversee annual and quarterly budgeting, P&L management, and financial stewardship.
- Ensure timely, accurate financial reporting and strong oversight of all funding streams.
- Analyze financial implications of contracts, proposals, and strategic business initiatives.
- Provide leadership in fundraising, capital projects, and major purchasing decisions.
- Oversee physical assets and support long-term financial sustainability.

Board Partnership & Governance

- Advise and inform the Board regarding key issues, opportunities, and risks.
- Serve as the primary liaison between the Board and staff.
- Provide recommendations on program performance, strategic opportunities, and regulatory impacts.
- Participate in Board committees and contribute to new Board member orientation.
- Strengthen governance effectiveness and communication channels.

Program Development, Planning & Growth

- Lead the development and integration of new programs aligned with strategic priorities.
- Enhance existing services and introduce innovative service delivery models.
- Evaluate programs using KPIs, quality measures, and CQI methodologies.
- Pursue grants, funding opportunities, and partnership-driven revenue streams.
- Conduct annual reviews of policies and procedures to ensure compliance and alignment.

Audit, Compliance & Quality Assurance

- Lead state and federal audits, accreditation processes, and corrective action planning.
- Oversee data collection, reporting systems, incident review processes, and quality metrics.
- Maintain continuous knowledge of regulatory changes and I/DD best practices.

Executive Leadership & Team Development

- Supervise, coach, and evaluate Vice Presidents and other management staff.
- Build and sustain high-performing teams through leadership, mentorship, and training.
- Facilitate interdepartmental communication and drive team-based problem-solving.
- Conduct regular staff and management meetings to ensure transparency and alignment.

Facilities, Safety & Risk Management

- Ensure all facilities and equipment meet regulatory, safety, and operational standards.
- Oversee risk management, emergency preparedness, and internal audit functions.

Advocacy, Community Relations & Representation

- Represent CFS at local, state, and national events and industry meetings.
- Build and strengthen relationships with community agencies, public officials, and business leaders.
- Advocate for public policies supporting individuals with I/DD and human service providers.
- Educate families and the Board regarding regulatory changes and public policy issues.

Development & Fundraising

- Lead organizational development and fundraising initiatives.
- Participate in grant development, presentations, and cultivation of corporate sponsorships.
- Maintain and grow relationships with donors, families, and community stakeholders.

COMPETENCIES

Strategic leadership and systems thinking: Demonstrates the ability to translate mission and long-term organizational goals into actionable strategies, aligning programs, people, and resources to drive sustainable growth and high-quality service delivery.

Enterprise-level operational oversight: Leads complex, multi-program operations with clarity and discipline, ensuring consistent execution of standards, efficient workflows, and seamless coordination across residential, clinical, and day service environments.

Regulatory expertise and compliance stewardship: Applies deep knowledge of state, federal, and accreditation requirements governing I/DD services, ensuring full compliance, proactive risk mitigation, and continuous readiness for audits and licensing reviews.

Financial acumen and resource management: Oversees budgeting, P&L performance, and financial forecasting with precision; evaluates fiscal impacts of contracts and initiatives while ensuring responsible stewardship of assets and funding streams.

Organizational development and change management: Guides agency-wide improvement initiatives, strengthens internal structures, and leads change with transparency and engagement to enhance culture, performance, and organizational resilience.

Data-driven decision making: Utilizes quantitative and qualitative data to evaluate program effectiveness, identify trends, and implement targeted strategies that improve outcomes, efficiency, and service quality.

Continuous quality improvement leadership: Champions CQI frameworks, including KPI development, trend analysis, root cause analysis, and evidence-based improvement cycles; embeds quality monitoring into daily operations and leadership practices.

Governance and board relations: Engages effectively with the Board by providing strategic insights, risk assessments, and performance updates; strengthens governance processes and supports informed decision making.

Cross-departmental collaboration and team alignment: Fosters strong partnerships across executive, programmatic, and administrative teams; promotes shared accountability and coordinated service delivery across all New Jersey operations.



Leadership, coaching, and talent development: Builds high-performing teams through mentorship, clear expectations, and professional development; cultivates a culture of accountability, empowerment, and excellence.

Policy development and program oversight: Develops, reviews, and refines policies and procedures to ensure regulatory alignment, operational consistency, and high-quality program execution across all service lines.

Incident management and investigative proficiency: Demonstrates advanced understanding of incident reporting requirements, investigatory standards, and corrective action processes to ensure timely, thorough, and compliant resolution.

Risk management and safety leadership: Oversees facility safety, emergency preparedness, and risk mitigation strategies to protect individuals served, staff, and organizational assets.

Community engagement and advocacy: Represents the organization with professionalism and influence; builds strong relationships with community partners, funders, and public officials while advocating for policies that support individuals with I/DD.

Fundraising and development capability: Supports grant development, donor engagement, and sponsorship cultivation; leverages relationships and strategic opportunities to strengthen organizational sustainability.

Professional communication and executive presence: Communicates with clarity, diplomacy, and purpose; effectively conveys complex information to diverse audiences including staff, families, Board members, regulators, and community stakeholders.

Organizational judgment and adaptability: Exercises sound decision making in dynamic environments; manages competing priorities, adapts to evolving needs, and maintains composure during high-stakes or time-sensitive situations.

PROFESSIONAL QUALIFICATIONS

Education and Experience

- Master's degree (MBA, MPA, MSA, or related field) required.
- Minimum 10 years of senior executive leadership overseeing multi-service human services operations.
- Minimum 10 years of experience working with individuals with I/DD.
- Extensive knowledge of regulatory entities.
- Demonstrated excellence in fiscal management, organizational controls, and strategic leadership.

POSITION OVERVIEW

This is a full-time, exempt executive leadership role based onsite at The Center for Family Support in Hackensack, New Jersey, with a hybrid schedule (3 days onsite / 2 days remote).

The organization offers a competitive salary range of \$175,000–\$185,000, commensurate with experience.



TO APPLY

Center for Family Support has retained Dunleavy & Associates as its partner for this search. In order to be considered, please submit your resume or CV and a cover letter via the following [LINK](#).

EEO/AAP Statement

The Center for Family Support is an equal opportunity employer and prohibits discrimination and harassment of any kind. The organization is committed to creating an inclusive environment for all employees and applicants, regardless of race, color, religion, age, sex, national origin, disability, genetics, veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by law.