



West End Family Counseling Services

Serving Our Communities Since 1955

CHIEF EXECUTIVE OFFICER OPPORTUNITY PROFILE



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OVERVIEW

Established in 1955, [West End Family Counseling Services](#) is celebrating over 60 years of service. The Agency is a non-profit, public benefit charity that provides community mental health services in West San Bernardino County. With an annual budget of over \$5 million, the Agency provides over 25,000 hours of direct services to clients from three clinics, over 30 school sites, and various community centers.

MISSION

West End Family Counseling Services provides high-quality, affordable, innovative programs for the diverse communities the Agency serves.



ORGANIZATIONAL CULTURE

Under the direction of the Board of Directors, the West End Family Counseling Services culture strives for excellence and is known as a high-quality provider of community mental health services. West End is an entrepreneurial, invigorating, inspiring and unique workplace with an environment of professionalism and potential.

The outgoing CEO/Executive Director, Eva Miller, and her team have set a notable example. Eva has been devotedly hands-on since 2014 to ensure West End's stability and continued growth—expanding services and revenue from \$3 million to \$5 million+ in four years. Eva has served as the day-to-day visionary leader, achieving West End's mission and vision.

The six-member management team (four Program Directors, a QA Manager, and a Director of Finance and Operations) is described as collaborative, visionary and empowering. This is a hard-working, close-knit group, highly motivated and committed to the mission and purpose. This is a culture of "all hands helping." Great care is taken to assure that team members treat each other with dignity and respect thus fostering a healthy climate. This is a position for a team player who can function in an environment needing political astuteness. Each manager must value people and process with the ability to lead and earn the respect of others.

The successful candidate will be hands-on, high energy and a self-starter who places value on existing culture. This person will be action-oriented and proactive while keeping a healthy life balance.



WEST VALLEY SART



NORTON-FISHER CLINIC

PROGRAMS



Kids Ages 0-9

West End's early intervention services provide children from birth to nine years mental health services in group and individual sessions.

[Read more](#)

Youth Ages 4-21

West End offers a variety of mental health programs and services to children and adolescents. Clients can be seen in our clinic, at school or at home.

[Read more](#)

Adults

Services for adults are provided at our clinic in Ontario.

[Read more](#)

Older Adults

Older Adult Community Services Program offers counseling in the clinic and in the home. In addition West End offers a variety of psycho-education classes and support groups in the community and at senior centers and senior residences in the area.

[Read more](#)



Other Services

West End offers [additional services](#) to families, school contract services, intern training, professional referral services and information.

WHAT TEAM MEMBERS SAY ABOUT WEST END FAMILY COUNSELING SERVICES

"...we have numerous long-term devoted employees...some with up to 20+ years of service..."

"...we are family friendly and allow flexibility for staff to balance work and personal life..."

"...we are transparent and above board in everything we do..."

"...I have had the honor of serving repeat clients, clients referred by clients, and children of clients—it is an awesome feeling..."

"...we welcome new and differing ideas; if you have an idea or special interest then bring it on!..."

"...we are all about teamwork, having an open-door policy, and willing to problem solve..."

"...the lack of an EHR system can make the paperwork tedious, but we see our work as doing the greater good to help people achieve mental health..."

"...therapists have strong, but doable goals (billable minutes) as it relates to counseling minutes..."

"...we are a sought-after training facility with the majority of our interns passing the state licensure exam the first time..."

"we have become a second family together—we like each other and are proud and thankful for the service we provide..."

"...there is a comfortable lack of formality which lends itself to a positive environment—both for staff and clients..."

"...our audits are award-winning, typically achieving 99% error free status and we consistently have high client satisfaction..."

"...the county considers us an esteemed and valued provider and knows we are the best at what we do..."

"...our staggered hours accommodate both clients and staff..."

"...many of us have been offered higher paying opportunities, but we are invested and loyal to the West End community..."

THE POSITION

The CEO/Executive Director is responsible for implementing the organization's vision while providing the necessary leadership to effectively manage all components of West End Family Counseling. The Executive Director is responsible for promoting the health of the organization and overseeing the effective operation of all aspects of the organization.

The Executive Director will report to the Board of Directors consisting of 11 members and will have six direct reports with a total of 55 employees and over \$5 million annual revenue.



Minimal Qualifications

- A senior manager in an organization with a budget of \$3 million plus.
- Prior senior-level management experience including overseeing grant writing, government contracts, and program management.
- Demonstrated competence in managing revenue versus expense, managing cash flow, and creating and administering financial plans.
- The demonstrated ability to function at a high level of competence and the ability to make independent decisions regarding the care and treatment of seriously mentally ill individuals.
- Proven experience working with funders to respond to Requests for Proposals for government contracts, assure contract adherence, administer contract extensions and renewals and timely payment.
- The ability to work successfully as a team member, being cordial and professional.
- Familiarity with current State (ideally, California) guidelines for services to the mentally ill.
- Master's Degree from fully accredited university in Social Work, Psychology, Counseling or related field.
- Licensure in California as a Licensed Clinical Social Worker, Licensed Marriage and Family Therapist, and/or Licensed Clinical Psychologist.
- Minimum of five years full-time post-graduate experience providing comprehensive mental health services for children, families and/or adults.

Preferred Additional Qualifications

- Experience with Electronic Health Records (EHR). West End does not currently have an EHR.
- Experience with Medi-Cal and Medicare as it relates to mental health provisions.
- Ability to work with a Board and willingness to seek additional members for the Board of Directors.
- Networking experience connecting with local, state, and federal agency personnel. Ability to be assertive with county bureaucracy.
- Ability to research and apply trends as appropriate.
- Bilingual would be helpful, but not required.
- Understand the nuances of managing a diverse workforce and clientele.
- Has Desire and will work toward program expansion, renewal, integration, and consolidation/efficiency where applicable.
- Understand workers' compensation, HR, compensation, and legal issues.

Ideal Personal Characteristics

- Ability to mentor staff to assume new responsibilities/opportunities.
- A blend of humility and confidence.
- Patience, good listener, consensus builder, empathetic.
- Conflict resolution skills—personable, able to establish healthy boundaries.
- Understand and embrace diversity, especially with underprivileged and marginalized populations.



Selected Representative Responsibilities

- Under the guidance of the Agency's Board of Directors, oversee all aspects of budgeting, funding and administration of the Agency's various facilities, programs and activities, develop new revenue sources and programs for the Agency.
- Represent the Agency at various community meetings.
- Attend meetings of the Agency Board of Directors keeping them informed of agency status and respond to Board inquiries.
- Negotiate Agency contracts and ensure compliance with contract requirements.
- Optimize revenue generation and oversee management of cash flow
- Ensure quality delivery of a broad range of outpatient mental health services.
- Facilitate interagency communication, staff supervision and consultation, community outreach planning, and other related professional duties within the context of a multi-program community mental health center.

THE SEARCH AND SELECTION PROCESS

If you know someone who has an interest and meets most of the experience and motivational requirements described in this profile, please feel free to suggest that person for consideration and/or forward this information. **Please request they forward their resume and cover letter to the contact below.** Suggested names will be treated discreetly and candidates should be assured that their inquiries will be treated with the utmost confidentiality.

Our client is an equal opportunity employer and does not discriminate based on race, age, gender, sexual orientation, religion, national origin, familial status, veteran status, or physical handicap.

We fully respect the need for confidentiality of information supplied by interested parties and assure them that their backgrounds and interests will not be discussed with anyone, including our client, without their prior consent, nor will reference contacts be made until mutual interest has been established.



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To explore this position, please contact:

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