



Compass

REGIONAL MANAGER 2

OPPORTUNITY PROFILE



OVERVIEW

Compass is seeking a dynamic and mission-driven leader to serve as a Regional Manager of Supported Living Services (SLS). This role is pivotal in delivering high-quality, person-centered services to individuals with developmental disabilities across an assigned region. Reporting to the Vice President of Operations, the Regional Manager leads and supports a multidisciplinary team—including SLS Supervisors, Case Facilitators, Life Guides, and Regional Manager Assistants—to uphold Compass' commitment to compassionate, individualized care.

FAST FACTS

- 70M revenue in 2025 (Projection 400M by 2031)
- 800 employees
- 700 clients
- 100% government funded--reimbursements
- Average leadership tenure is 18 years.
- 17 offices over the next 7 years, throughout the entire state of California, and looking to expand nationally.

HISTORY

Compass was founded in 1996 by Sadie Huffmaster Hess and Joanne McCarley, who at the time were managing Supported Living Services (SLS) at a large nonprofit in Redding, CA.

Following a significant budget cut of 40% to the contracts due to newly approved regulations, that nonprofit decided to terminate the SLS program, giving clients just 30 days' notice. Concerned about the impact on clients facing the loss of their hard-won independence, Sadie and Joanne were determined to provide a solution. Within a month, they decided to launch Compass on July 5, with no business plan or startup funds.



By August 19, they had an approved service plan and began serving their first client, quickly transforming Compass into a beacon of hope for those who relied on SLS services and for the founders themselves as they embarked on their entrepreneurial journey.

In 2005, Sadie and her husband Eric partnered to further develop Compass. Eric took on financial and human resources responsibilities, later earning two MBAs from Columbia and Berkeley to strengthen the company's leadership. They bought out the co-founder, Joanne, in 2009.

Compass is built on the belief that collaboration fosters dreams, empowering both staff and clients to pursue their aspirations.

TODAY



Compass embodies hope and optimism, proving that even the most unlikely dreams can come true. From its unexpected beginnings, the organization has evolved into a passionate advocate for the aspirations of both clients and employees. Serving nearly 700 clients across fourteen counties and Five regional centers (ACRC, RCEB, SARC, RCRC, and FNRC), Compass is dedicated to fulfilling its mission.

MISSION

Dreams. Direction. Destiny.

Finding Destiny for Everyone

Turning Dreams into Reality

Giving Direction for Freedom

Watch the [video](#) to learn more about the mission.

PODCAST

A Side of Hope offers insights and stories for professionals in human services.

[APPLE](#), [SPOTIFY](#), [AMAZON](#)



SERVICES

Supported Living Services, SLS

This service is for adults living in their own home who typically need consistent and regular support, usually multiple hours each day. Care needs could look like behavioral support, medical care, companionship, person care, community integration and medication management.

Independent Living Services, ILS

This service is for adults living independently or striving to do so. Working with the client on ISP objectives focused on increased independence like preparing for a job interview, apartment searching, meal shopping and prep, and navigating community resources, usually less than 5 hours per week.

Coordinated Family Support, CFS

This service is for adults living in their family home. These services are adapted to the language and culture of the home. The intent of these supports is to assist the individual to develop skills in the home, coordinate and get services delivered, and access their community. Specialists usually work approximately 20 hours per week with these clients.

Consulting & Quick Solve Plus (QSP) Services

Over the next 7 years, the company plans to increase its consulting and QSP services, along with other business to business offerings, to represent 40% of its business. These services will provide specialized support to other organizations in the industry, offering tailored consulting and professional services designed to enhance operational efficiency and service delivery.

LEADERSHIP

Sadie Hess, Chief Execution Officer (CEO)



Sadie founded the company in 1996 to provide options and support to people with disabilities. She dreams of making a difference in the lives of people with disabilities throughout California. Sadie holds her BA and MA in psychology, and her role in the organization is to cast a vision for tomorrow and see the clients today both happy, safe, and healthy in all regions.

Eric Hess, Chief Executive Officer (Co-CEO)



Eric joined the organization in 2005 when he saw that Sadie's dream would need to be a family affair. He wanted to lend his strength and skills to further the company's mission and vision. He has a heart to see the staff live their dreams alongside the clients. Eric holds his BA in Biblical Studies and his MBA from Columbia and Berkeley. Eric's role is to provide stability for the staff and financial soundness to the organization.

Jennifer Bowman, Vice President of Operations, Corporate



Jennifer joined Compass in 2008 and currently oversees SLS and ILS services across all regions—from the Oregon border to San Jose. With prior experience at Far Northern Regional Center and over a decade as Regional Manager in the Far North, she brings deep operational insight and a passion for empowering both clients and staff. She holds a BA in Liberal Arts in Education from Simpson University and is committed to advancing the mission of transformation and integrity throughout the organization.

Core Values

The “how” behind what Compass does is in their core values. Core values are who you are on your best day.



HONOR

Demonstrating value and loyalty to all stakeholders: clients, their families, and team members; vendors, regional centers and their affiliates.



COMMUNITY

Shaping individuals into a dynamic group of people, drawing power from each person’s unique potential.



TRUSTWORTHINESS

Being people who make and keep promises, maintain integrity, and are continuously accountable to each other.



EXCELLENCE

Never being satisfied with mediocrity, but always striving for each other’s personal and professional maturity.



GENEROSITY

Being a blessing to others, because Compass is thankful for their many blessings.



FREEDOM

Loving people as they are found and creating a safe, empowering culture so that people can be healed and fulfill their own destinies.



FAITH

Believing in endless possibilities for each other because God is good and He is always on our side.

WHAT OTHERS SAY ABOUT THE CULTURE AT COMPASS & THE NEXT REGIONAL MANAGER



- *We think we are there to change clients' lives when mostly they change ours—clients give us hope while serving them.*
- *Our values are lived out. Sadie and Eric have a deep and committed faith orientation—we have a staff chaplain to assist in spiritual matters. We even have a room set aside for prayer!*
- *Compass is like a family and this family makes a difference. See website staff testimonials [here](#).*
- *We do the work of Jesus in a competitive for-profit environment caring for the 'least of these'—marginalized populations.*
- *Sometimes empathy is more valued than efficiency or expertise, but it works very well.*
- *Eric and Sadie have immense 'relational trust capital.' There is no micromanagement.*
- *Compass has a genuine, down to earth, 'feel good environment.'*
- *We consistently walk in our values; we walk the talk and model this in all areas—see page 5.*
- *We are honest about successes and setbacks.*
- *We have many fun events for the clients—we recently took 80 clients (and 100 staff!) to Disneyland. We get paid to be a kid sometimes.*
- *Intrinsic rewards trump financial rewards, but we are paid well—Compass is super generous.*



- We do book studies together; *The Ideal Team Player* (Humble, Hungry, Smart - <https://www.tablegroup.com/>) was really impactful.
- We live out our motto of having happy, healthy, and safe clients.
- We celebrate holidays with clients who have no family—we make sure they know we are their family, and they are ours.



- Our team is one of the most loyal, accommodating, having a heart to pitch-in wherever needed.
- We have had a tough couple years in regard to turnover; the good news is that we have bonded through this crisis.
- Our group is like a pearl—we have gone through the gritty forming process to something beautiful and valuable.
- We have one of the fastest growing and biggest regions; our choices have impact.

- The new RM will need to know their strengths yet humbly ask for help in areas that are not as developed.
- The executive management are advocates for the staff—our CEO (Eric) even went sky jumping with us as part of celebrating a staff win.
- The RM is many facets; the person will need to grit to come up to speed balanced with having grace for themselves.
- If the RM leans into the community, they will get far more in return.
- The culture is one of living out the core values no matter what adversity we may face.
- Ukiah is a wonderful town. Has a small town feel; it seems like most everyone is connected to one another which can lead to word traveling fast.
- To be successful, having a balance of compassion, balance of policy and purpose, and have a knack for being an investigator.
- While there is accountability there is not an emphasis on hierarchy.
- I have never worked at a company where I am eager every day to come to work—Compass lives out its culture. It's not work when you are in love with what you do.
- We all have an attitude of, 'nothing is beneath my paygrade.'
- Thinking on your feet, being nimble and adaptable are vital as an RM.
- I get paid to hangout and go on events with clients.



POSITION SUMMARY

The Regional Manager of Supported Living Services (SLS) is responsible for ensuring the delivery of high-quality, person-centered services to individuals with developmental disabilities within the assigned region. Reporting to the Vice President of Operations, this role plays a key part in implementing Compass' mission, values, systems, and strategic initiatives.

The Regional Manager directly supervises the SLS Supervisors, Case Facilitators, Life Guides, and Regional Manager Assistant, cultivating a culture of accountability, compassion, and excellence. This position is also responsible for building and supporting high-performing teams while promoting individualized, cost-effective care that reflects Compass' core values.

Success in this role requires a deep commitment to the people we serve and a strong alignment with Compass' culture and purpose.

REPORTING

[Compass Organization Structure](#)

KEY RESPONSIBILITIES

Leadership

- Provides oversight to the effective daily implementation of the Supportive Living Services Program.
- Builds strong leaders by mentoring and supporting team members to grow in confidence, skill, and ownership of their roles.
- Uses good judgment and discretion when it comes to hiring, supporting clients, leading the team, responding to crises, and managing expenses.
- Sets the tone for professionalism, staying grounded, organized, and modeling what a healthy, productive work environment looks like.
- Leads their team with clarity and purpose, always keeping the quality of client care as the top priority.
- Helps move the mission forward by bringing fresh ideas, setting goals, and keeping the big picture in mind while supporting the day-to-day work.
- Knows Compass policies inside and out—and lives them in both words and actions—so the team stays aligned and supported.

Partnership

- Understands and lives out the values behind Supported Living and person-centered care.
- Create a strong sense of community where clients, staff, and partners feel welcomed, included, and valued.
- Keep the team connected and accountable so that everyone's working together and showing up strong.
- Be a trusted voice and advocate in the disability services world—someone people look to for insight and leadership.
- Stay on top of client needs by checking in regularly to make sure they're getting the right support and funding.

Communication

- Share Compass' culture, mission, and values in a way that's real and meaningful for everyone—clients, teams, and partners alike.
- Make sure paperwork and documentation get done right and on time, so things run smoothly and stay in line with what's expected.
- Keep communication honest, clear, and respectful—whether it's with team members, leadership, or other parts of the organization.
- Adjust how you communicate so it really connects with different people—whether they're clients, staff, or anyone else you support.
- Set the tone for safety by following protocols and showing what it looks like to take care of each other.

Growth & Development

- Look for new ways to grow and strengthen services in the region.
- Keep learning—whether it's about leadership, business, or how to better support people with disabilities.
- Show up with a growth mindset and stay open to feedback, learning, and new ideas.
- Handle all client and company information with care, respect, and discretion.
- Let Compass' values guide your actions, decisions, and how you show up for others every day.

REQUIRED PERSONAL CHARACTERISTICS

- [Aligns with Compass' seven core values](#), fostering harmony between corporate mindset and vocation.
- **Adaptable to growth and change**, consistently open to new challenges.
- **Demonstrates experience and effectiveness** in promoting diversity (gender, race, culture) with a grace-centered, optimistic approach.
- **Committed to person-centered care and advocacy** for individuals with developmental disabilities.
- **Effective leader**, skilled in hiring, developing, motivating, and recognizing talent.
- **Emotionally intelligent and relationally aware**; builds trust and collaboration.
- **Exceptional time management**, organizational, and follow-through skills.
- **Receptive to constructive criticism**, engaging with it in a respectful and open manner.
- **Self-starter** with strong initiative and quick learning ability.
- **Tenacious** and resilient, with a strong sense of determination.
- **Teachable**: Willing to seek guidance from more experienced professionals when necessary.
- **Trustworthy and credible**, with a strong attention to detail, yet not a micromanager.
- **Stands firm on convictions**, demonstrating integrity in areas of responsibility.
- **Skilled in handling difficult conversations** with professionalism and tact.
- **Strong communicator**, both written and verbal.

IDEAL PROFESSIONAL QUALIFICATIONS

Education and Experience:

- Education - Bachelor's degree in Social/Human Services, Sociology, Business, Leadership, Global Studies, Finance, Accounting, Communications, Social Work, Counseling, Ministry/Christian Education, Nonprofit, or related fields. Advanced degree welcomed.
- 6-8+ years relevant leadership experience:
 - Compassion, social welfare, human services, non-profit or transformational services.
 - For-profit, complex business organization, organization with transferable skills combined with involvement or service to helping programs.
- Recognized high-capacity and rigorous in the ability to scale existing systems and infrastructure.
- Track record of successfully working with program development implementation and quality assurance.
- Experience managing program services including developing high performing teams and providing effective supervision, consultation and feedback to staff.
- Equivalent combinations of education and experience will be considered.

Knowledge, Skills, and Abilities:

- Understanding (or willingness to learn) of developmental disabilities and related support systems.
- Knowledge (or willingness to learn) of applicable state and federal regulations.
 - [Regional Center system](#)
 - [Department of Developmental Services-Vendor Provider Information](#)
- Ability to develop and implement quality programs and services to meet the needs of adults with developmental disabilities and their families.
- Ability to formulate a service plan and to engage in person centered thinking and planning.
- Strong interpersonal and collaboration skills.
- Proficient in typing and use of the Microsoft Office suite, with an aptitude for learning new software.

THE SEARCH PROCESS

If you or someone you know is interested and meets most of the qualifications outlined in this profile, please contact us or recommend them for consideration. Alternatively, you may forward this information to them. Thank you.

Send your resume to the contact below.

Candidates can rest assured that their names will be handled discreetly, and their inquiries will be treated with the utmost confidentiality.

Compass is an equal opportunity employer and does not discriminate based on race, age, religion, color, gender, national origin, familial status, veteran status, or mental/physical disability.

We understand and fully respect the need for confidentiality of information provided by interested parties. Be assured that backgrounds and interests will not be discussed with anyone, including our client, without prior consent. Additionally, reference contacts will not be made until mutual interest has been established.

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