



YOUNG SEARCH PARTNERS

Senior Connection Center, Inc. (SCC)

President and Chief Executive Officer

Young Search Partners, Executive Search, has been retained by the Board of Directors of - *Senior Connection Center, Inc.* - to recruit its next President & CEO who will serve as its ambassador & strategic business leader to move the organization forward and leverage opportunities to continue to support and advance its mission:

To help older adults and persons with disabilities live with independence and dignity.

About Senior Connection Center

Senior Connection Center, Inc. is a not-for-profit, 501(c)(3) corporation dedicated to helping people age at home with dignity for over 40 years. Our staff of volunteers and professionals work closely with seniors, their families, and caregivers, and help identify and locate the services they need. We serve people who typically are 60 years of age and older in a five-county area in Florida encompassing Hillsborough, Polk, Manatee, Highlands, and Hardee counties. Senior Connection Center serves as an Area Agency on Aging that is responsible for planning and funding a coordinated service delivery system in the aforementioned counties. These responsibilities include managing service delivery through contracts and quality assurance throughout a provider network.

Our Vision:

To be the recognized community leader who connects older adults, persons with disabilities, and caregivers with the information, resources, and services they need.

Our Mission:

To help older adults and persons with disabilities live with independence and dignity.

Our Core Values:

Respect, Compassion, Teamwork, Quality, and Work / Life Balance.

Our Team:

More than 150 dedicated employees and volunteers uphold these core values every day, as we work together to fulfill our mission.

Our Hope:

That we can work together with you to improve the lives of local seniors, persons with disabilities, and their caregivers.



2024 Senior Connection Center Important Facts

Number of Board Directors — 13
Number of Advisory Council Members- 11
Number of Senior Management Members — two (Chief Operating Officer and Chief Financial Officer)
Total Number of Employees — 93
Size of Rented Office Space — 17,491 sq. ft.
Average Employee Turnover Rate (2023 &2024) — 18.7%
Total Personnel Budget — \$5,842,869
Total Operating Budget — \$13,242,751
Total Budget (includes provider contracts) — \$41,000,000

2024 SCC Audit- https://seniorconnectioncenter.org/wp-content/uploads/2025/01/FS_23-SCC-Final-9.12.24.pdf

2024 Updated Area Plan- <https://seniorconnectioncenter.org/wp-content/uploads/2025/02/Year-2025-Program-Module-Update-web-version.pdf>

Some of the services that SCC provides directly:

Elder Helpline, Long-Term Care Assistance, Health & Wellness Classes, Medicare Assistance, and Veterans Directed Care Home & Community-Based Services

Types of services funded by SCC that are offered through provider contracts:

Congregate & Home-Delivered Meals, Adult Day Care, Transportation, Personal Care, and Homemaker

Population Statistics per SCC's 2024 Updated Area Plan

Population Hillsborough County	1,490,374
Population Polk County	748,365
Population Manatee County	411,209
Population Highlands County	102,065
Population Hardee County	<u>25,269</u>
Total Population in PSA 6	2,777,282

Total 60+ Population in PSA 6 — 699,501

Senior Connection Center Awards

Tampa Bay Times Top Workplace received- 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, and 2024

Tampa Bay Business Journal Best Place to Work- 2019, 2020, and 2021

Tampa Bay Business Journal One Tampa Bay Award (non-profit category)- 2018 and 2024

Position Summary

Senior Connection Center, Inc. (SCC) is seeking a strategic, visionary and influential leader with the skills, passion, and commitment to contribute to the advancement and sustainability of a highly impactful organization. The ideal candidate will have a passion for the mission of SCC and a deep commitment to creating a consumer-focused operation, as well as a collaborative orientation to successfully partner with stakeholders. The ideal candidate will demonstrate excellent conceptual abilities, superior management skills, solid financial expertise, and possess the ability to thrive in diverse and innovative environments.

The President & CEO will ensure that SCC's fundraising, marketing and public relations, fiscal, operational, talent management, and programmatic strategies are effectively implemented across all segments of the organization. The organizational environment that the President & CEO creates and sustains is integrity-driven, empowering, offers choice and developmental opportunities, celebrates employee accomplishments and milestones, and promotes teamwork and collaboration.

Key Initiatives

- Expand donor base and fundraising efforts
- Ensure compliance with quality and service standards
- Continue relationship with the Community Foundation of Tampa Bay with a goal of utilizing investment earnings for grants to address unmet needs

Challenges

- Ensuring proper staffing to meet compliance demands of government contracts, while maintaining our status as a trusted community resource
- Ensuring adherence to the organization's mission and core values in a business, state, and federal regulatory environment that is ever-changing

Opportunities

- Diversify revenue streams through private contracts with corporations, such as healthcare entities
- Expand donor base and increase fundraising yields
- Increase awareness of SCC as a valuable and tangible resource across all five counties

Senior Connection Center President and CEO Job Description



Overall Responsibility

The President and Chief Executive Officer is responsible for the total operation of Senior Connection Center, Inc. (SCC)—operations, staffing, finances, direction, and administration of SCC—to accomplish the agency’s mission in accordance with policies, guidance, and decisions of the Board of Directors operating under SCC’s articles of incorporation, bylaws, and federal and state laws, rules, regulations, and policies.

The President and Chief Executive Officer is assisted by a staff under his/her direct supervision. This is a salaried position on the staff of SCC where exercising good judgment in evaluating situations and making decisions are very important. This is a highly responsible planning and administrative position for developing and implementing SCC’s Area Plan for the care of the elderly in Hillsborough, Polk, Highlands, Hardee, and Manatee counties as approved by the Department of Elder Affairs (DOEA) of the State of Florida. The President and Chief Executive Officer is hired by, and reports to, the Board of Directors of SCC.

- Assures the determination of needs for social services to the elderly in the Planning and Service Area (PSA 6), the resources available to meet such needs and evaluates the extent to which such resources are being used effectively.
- Ensures that high priority is given to the implementation of approved plans for the care of the elderly in PSA 6.
- Administers all corporate, Older Americans Act, Community Care for the Elderly Act, and other funds as identified in SCC’s Area Plan.
- Provides for orientation of new members of SCC’s Board of Directors and Advisory Council.
- Serves as liaison to the State of Florida Department of Elder Affairs.
- Ensures development, maintenance, and implementation of SCC’s Area Plan.
- Ensures the development of community partnerships throughout PSA 6 to assist in achieving the goals of the Area Plan.
- Oversees development and preparation of SCC’s annual budget consistent with SCC’s goals and objectives.
- Directs SCC’s efforts towards strengthening or inaugurating new services for older persons through pooling previously untapped or under-utilized resources of public and private agencies in PSA 6.
- Provides liaison and staff assistance to SCC’s Advisory Council.
- Responsible for hiring and terminating all Senior Management staff of the Agency and establishing salary levels for staff in conjunction with the Chief Financial Officer.
- Periodically evaluates the organization’s structure (including position descriptions and salary ranges). Makes recommendations within constraints of available funding and marketplace requirements (in conjunction with Senior Management) to the Executive, Finance, and Personnel Committees of the Board.
- Supports Senior Management to identify training opportunities for employees.
- Keeps the Board informed of all requirements of DOEA, as well as the major successes and problems of the subcontractor agencies.
- Ensures that all required policies, procedures, and rules and regulations required by SCC are developed and implemented.
- Establishes a program for conducting monitoring, assessment and evaluation activities of services funded under the Area Plan in accordance with manuals approved by DOEA.
- Develops SCC as a focal point for advocacy activities for concerns of older persons in PSA 6.
- Conducts periodic public hearings to discuss and identify the needs of the elderly in PSA 6.
- Develops and implements technical assistance and training programs, as appropriate, for public and private agencies and organizations throughout PSA 6.
- Creates public awareness of the needs, problems, and opportunities of PSA 6’s older population.

- Works with the Board of Directors to develop and implement SCC's Strategic Plan.
- Performs all other related duties as required by the Board of Directors.

Strategic/Transformational Leadership

- Provides strategic vision and leadership by collaborating with the Board of Directors and Senior Management to define, refine, and implement the strategic plan, while ensuring that the budget, staff, and priorities are aligned with SCC's core mission.
- Cultivates a strong and transparent working relationship with the Board of Directors through open communication related to the measurement of financial and programmatic performance against stated milestones and goals.
- Oversees the development and execution of comprehensive marketing, branding and development strategies that will ensure consistency throughout the organization and enhance revenue from major donors, foundations, government agencies, and corporations.
- Provides inspirational leadership and direction to Senior and Middle Management and ensures the continued development and management of a professional and efficient organization.
- Promotes an environment that encourages practice innovation, collaboration and empowerment.
- Thinks big picture, separating the critical from the routine. Develops vision and strategies that position the organization for growth and sustainability.
- Gains commitment from others to achieve the vision.
- Allocates and aligns resources to achieve strategy; forecasts and prepares for contingencies.
- Employs a broad perspective to balance priorities in a way that accomplishes the overall goals of SCC.

Fund Raising / Fund Development

- Develops and implements a multifaceted strategy to broaden and diversify the base of SCC's financial support and substantially increase the organization's annual revenues, in collaboration with the development staff.
- Provides leadership, direction, and support to SCC donor and program partners by listening, strengthening relationships, and expanding investments in SCC's programs.
- Leverages the Board and SCC supporters to attract and develop funders and donors to ensure that adequate funds support the achievement of SCC's mission.
- Represents SCC with external constituency groups including healthcare, community, governmental, and private organizations. Nurture current partnerships and create new partnerships for growth and expansion.

Administration and Operations

- Ensures the goals of SCC are being met, while managing for the current and future growth by proactively leading and managing the operations and holding staff accountable to outcomes.

- Oversees development and execution of various administrative policies and procedures necessary for the effective management of SCC.
- Conducts a strategic review of the organizational structure and leadership team to evaluate opportunities for enhancement, efficiency, and success.
- Supports and promotes a results-oriented and “coaching” culture that values strong links between individual and team performance and overall organizational performance measures.
- Effectively manages, develops, and leads Senior Management in support of SCC’s mission and each department’s core responsibilities.

Board Governance

- Works effectively with the Board of Directors and engage them in strategic discussions, vision for the future, governance matters, and fund development.
- Cultivates a strong and transparent working relationship with the Board through open communication related to the measurement of financial and programmatic performance against stated milestones and goals.

Financial Performance and Viability

- Drives strong and sustainable financial future by developing and maintaining sound financial practices, including ensuring that SCC operates within budget, and ensuring that adequate funds are available to permit SCC to carry out its mission.
- Demonstrates understanding of the financial and other drivers that influence SCC’s success; uses this business acumen to influence others, create shared goals, and drive initiatives.
- Ensures the continued financial viability of SCC - through sound fiscal management.

Position Qualifications

- Prudent decision-making skills based on excellent analytical and critical thinking abilities, guided by a strong moral compass
- Strong strategic mindset with a view towards opportunities, while mitigating threats and maintaining relationships

- A bachelor's degree is required, and a master's degree from an accredited college or university in Public Administration, Social Work, Psychology, Gerontology, Planning, Business Administration or related academic area is preferred.
- Seven (7)+ years of work experience in positions of equivalent responsibility and a minimum of four (4) years of administrative and supervisory experience to include extensive experience in Project Management and/or community organization and planning.
- Demonstrated management and organizational skills, including knowledge of budgeting and fiscal management, microcomputer systems.
- Ability to relate positively with older individuals, the general public, and with public officials.
- Has the ability to develop and maintain effective, collaborative, and transparent working relationships with key internal and external stakeholders, including but not limited to the following:
Internal: Board directors, advisory council members, and staff
External: Funders, providers, donors, vendors, community partners, legislators, elected officials, state and federal officials, and sponsors
- A deep and strong working knowledge of government contracts and compliance.
- Experience networking with community leaders and other professionals to advance mission-driven work.
- Strong advocacy skills, including experience with local, state, and federal officials and legislators.
- A strong understanding of nonprofit management, including nonprofit budgeting and governance.
- Excellent oral and written communication skills, with a strong understanding of the importance of details to ensure accuracy, as well as presenting all information in a clear and thorough manner.
- Experience working with an engaged Board of Directors in developing and executing strategic plans.
- Has a track record of success with fundraising and resource development.
- Has a successful track record of staff engagement and leading a strong senior team.
- Has a strong understanding of the importance of a positive work culture, while ensuring adherence to core values.
- Commitment to sustaining an inclusive and diverse workplace to ensure our dedication to serving the communities within our service area.
- Ability to develop staff through creating and executing training plans.
- Ability to be decisive after consideration of all perspectives.
- A strong understanding of legal considerations in decision making.

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