

EXECUTIVE DIRECTOR

SHREWSBURY YOUTH AND FAMILY SERVICES, INC.

HISTORY AND COMMUNITY

SYFS, formerly known as Shrewsbury Community Services, Inc., was established in 1983 at the urging of a Westborough District Court Judge, to help address the high rate of court involved Shrewsbury youth. Since that time, the agency has expanded its focus to respond to the growing needs in Shrewsbury and beyond. Shrewsbury is a mid-sized community located in the heart of Massachusetts with a 2020 US Census population of approximately 38,000. Shrewsbury borders Worcester, Massachusetts, the second largest city in the Commonwealth, and sits about 30 miles west of Boston. SYFS provides mental health and service-based support and programming to over 800 client-families each year, either living in Shrewsbury or as part of the six area school districts that SYFS serves.

SYFS provides counseling, school-based services, social services, and psycho-education services to strengthen and enhance the lives of families. Over the past 40 years, SYFS has built strong community partnerships with state and local governments, police departments, schools, churches, and other social service and community-based organizations to expand the reach and impact of SYFS. These partnerships enhance the ability of SYFS to create a safety net to support individuals, children, and families most in need.

SYFS is a non-profit organization that relies on donor and grant funding, as well as partnership funding to sustain and grow the programs and support required to serve the communities. The ability to identify funding opportunities and sustain funding to support the growth of services are critical to the success of the next Executive Director.

Shrewsbury Youth and Family Services (SYFS), Shrewsbury's only private, non-profit counseling and social services agency, is seeking a collaborative, strategic, and innovative leader to serve as Executive Director. SYFS is a well-established and well-respected leader of social services in Central Massachusetts and works to eradicate stigma and support diverse communities by providing mental health, social services, and community support through direct service, access to resources, education, and outreach. SYFS operates as a trauma-informed and client-centered organization. The Executive Director reports to a current 9-member Board of Directors and is responsible for leading and managing the day-to-day clinical services and programs provided by SYFS, for developing and sustaining donor relationships, and for collaborating with the Board of Directors to establish a strategic vision and direction for the organization.

MISSION & VALUES

SYFS is guided by a set of values and a mission that is community based and fosters space for diverse voices and ideas. The next Executive Director will be a champion of these values.

<https://syfs-ma.org/about-us/mission-and-history/>



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STAFF AND STRUCTURE

SYFS is fortunate to have a dedicated and capable team of administrative and clinical staff, many of whom have been involved in the organization for many years. Currently, SYFS is staffed by five full-time Clinicians, two fee-for-service Clinicians, a full-time Director of Business, Director of Clinical Services, Director of School-Based Services, an Administrative Assistant, and a Project Director. In addition, SYFS has well-established positive relationships with several colleges and universities in the area and supports up to nine clinical interns throughout the year. Attracting and retaining highly qualified and competent staff is an ongoing priority for the Board of Directors. The new Executive Director will need to balance the needs of the current staff and consider future staffing needs based on a growing client base and potential further expansion beyond Shrewsbury.

CHALLENGES AND OPPORTUNITIES

As a non-profit organization, SYFS is committed to providing services regardless of the client's ability to pay. However, the financial reality of providing services means that the next Executive Director will need to establish sustainable and diverse funding streams to sustain existing services, as well as pursue growth opportunities where there is a community need. Building a funding strategy while continuing to support existing staff and the services provided will be critical for a successful candidate.

- Explore and secure diverse funding sources and opportunities that create sustainable and reliable funding to sustain current services and support the growth of the organization outside of Shrewsbury.
- Establish, maintain, and cultivate sustainable long-term donor relationships, partnerships, various community stakeholders.
- Balance high service demands with limited staff capacity.
- Manage new partnership with the Town of Westborough to provide services; create service delivery plan.
- Plan for new facilities and alternative approaches to service delivery.
- Embark on strategic planning process with Board of Directors to establish priorities, goals, and to identify additional resources.
- Ensure continued financial success of Annual Gala and explore additional fundraising and donor relations event opportunities.

THE IDEAL CANDIDATE

The next Executive Director will be:

- An experienced leader who has led an organization through a period of growth.
- A person deeply committed to the mission and values of the organization, who recognizes the importance of creating and holding space for diverse voices and ideas.
- An effective and experienced fundraiser with the ability to identify and retain diverse and sustainable funding.
- An experienced manager with a high level of emotional intelligence who leads with empathy and recognizes the value and importance of qualified and experienced staff.
- A manager with exceptional financial acumen and a proven record of building balanced budgets that reflect needs but recognizes resource limitations.
- A person with excellent collaboration skills with a track record of engaging boards and other stakeholders in developing long-range strategies and plans that ensure the organization's ability to continue meeting community needs.
- An outstanding communicator, both internally and externally, who listens to understand and considers all points of view, and who embraces transparency; and provides all members of the Board with pertinent information, research, and recommendations (when appropriate) on matters requiring Board involvement.

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FINANCIAL INFORMATION

Shrewsbury Youth and Family Services is an organization reliant upon a variety of funding sources including but not limited to fundraising and donor relations, competitive government contracts and grants. The FY2024 operating budget is \$1,033,168, inclusive of wages, benefits, insurance, overhead and expenses.

The largest source of revenue for SYFS is through a municipal budget allocation provided by the Town of Shrewsbury, in exchange for providing services to town and school operations. The relationship between SYFS and the Town of Shrewsbury is positive and mutually beneficial. Maintaining and nurturing the relationship is critical to SYFS's success. SYFS is also in discussion to expand services to the Town of Westborough. The second largest category of funding is from fundraising and donor relations, which includes individual donors, corporate donors, and funds generated from events such as the Annual Gala. Maintaining existing donor relations and fundraising events is financially critical, but expanding the existing donor base and exploring new fundraising opportunities is expected and will allow for sustainability and growth opportunity for the organization. The third largest category of funding is grants and competitive government procurements for program funding. This funding requires ongoing maintenance and reporting from staff to remain eligible for funding. Many contracts have deadlines that require the organization to enter a new competitive procurement to secure additional funds in future years. There is an opportunity to harness additional grants and government program funding through competitive procurement, but balancing the award with the ongoing cost of maintaining the grant funds must be considered.

FY2024 Revenue by Source

Fundraising	\$275,000
Competitive Government Contracts	\$125,000
State Earmark Funding/DMH	\$75,000
Grants	\$40,000
Insurance/Fees	\$23,500
Town/School Funding	\$377,000
One-Time/Other	\$88,100
Total	\$1,003,600

FY2024 Expense by Source

Contract/Grant Expenses	\$211,575
Fundraising Expenses	\$37,000
Insurance	\$13,650
Overhead	\$53,000
Supplies and Services	\$44,700
Wages and Benefits	\$673,243
Total	\$1,033,168

QUALIFICATIONS

Candidates should possess a Bachelor's degree (Master's preferred) in social services, social work, business administration, public administration or a related field and three to five years of leadership experience in a similar sized non-profit organization; or an equivalent combination of education, training, certification and related experience.

This is a full-time, on-site position with main offices located in Shrewsbury, Massachusetts, and will require local travel to area school districts. The Executive Director must be available for occasional evening and weekend meetings and events.

SALARY AND BENEFITS

The successful candidate will receive an attractive compensation package including health and retirement plans, paid leave including three weeks of vacation, an additional week of paid leave between Christmas and New Years, and 13 paid holidays. The anticipated salary range is \$100,000 to \$125,000 - depending on qualifications and experience.

APPLICATION AND SELECTION PROCESS

Please submit a cover letter and resume in a combined PDF file title "**LAST NAME – SYFS**" to the Collins Center for Public Management recruitment email recruitment.umb@gmail.com.

The review of resumes begins on **March 25, 2024**.

Applications will be screened by the Collins Center. Candidates who meet the qualifications will be forwarded to the Board of Directors for interviews.

DIVERSITY

Shrewsbury Youth and Family Services seeks to be an employer of choice and values diversity in employees and perspectives and encourages applications from all qualified and interested in becoming part of the SYFS team. SYFS is an Equal Opportunity Employer.



To learn more about the Collins Center for Public Management, please visit www.umb.edu/cpm