POSITION PROFILE
Senior Vice President, Immediate Access and Basic Needs
Catholic Charities of the Archdiocese of Chicago
Chicago, IL
Catholic Charities of the Archdiocese of Chicago (“Catholic Charities” or “Charities”) serves anyone in need. Their mission is to hear and answer God’s call for charity for the vulnerable among us -- regardless of their faith, gender, ethnic, or racial identity -- by providing professional services that strengthen, nourish and support individuals, families and communities.

Catholic Charities’ call is not simply to collect money to house and feed the poor, but to “practice mercy” in a spirit of “mutuality” -- to transform the suffering of those in need and thereby transform hearts, both of those who receive and of those who give. Catholic Charities takes seriously -- in this age of growing income inequality, economic uncertainty and social change -- the need to both minister to their nearly 500,000 clients and educate and inspire their 25,000+ donors and volunteers to meet the needs of the city and broader Cook and Lake counties. With a staff of more than 1200 and an annual budget of close to $180M, Catholic Charities is among the largest human service providers in Illinois and the nation.

Through partnerships with mission-driven people and organizations across the Chicagoland area and witnessing a message of mercy and hope to a world in need, Catholic Charities works to:

- Improve lives and nourish spirits by meeting need within a faith-based community of respect, compassion, stewardship, and excellence.

- Strengthen and empower people, families, and communities by building programs that promote lasting, positive change.

- Create and share opportunities for living out faith and values through service, community and network building, and dialogue—being present to our times through the eyes of faith.

ABOUT CATHOLIC CHARITIES OF THE Archdiocese of Chicago

LEARN MORE:
catholiccharities.net
Catholic Charities’ broad spectrum of services are organized around four Impact Areas, through which they offer nearly 40 programs at more than 80 locations:

1. Immediate Access and Basic Needs: provides immediate and wraparound services for people in crisis, addresses basic needs, and connects to longer-term supports;

2. Children, Youth and Families: delivers holistic and transformational services that promote physical and psychological safety, wellbeing, and healing;

3. Seniors: offers at-home and community-based services for low-income seniors that foster both independence and connection; and

4. Housing: develops and maintains dignified, safe, and subsidized housing for older adults, veterans, and people with disabilities.
THE OPPORTUNITY

Building on a foundation of faith, hope and charity laid more than a century ago, Catholic Charities has grown to be an anchor organization within the region’s human services ecosystem.

Confronting a once-in-generation time of need and under the leadership of President and CEO Sally Blount, Catholic Charities is at an important and exciting inflection point. Charities is committed to moving into the future boldly. After making key leadership investments in 2021 and 2022 (including this hire), this year Blount will be leading a strategic planning process that will reimagine Charities’ role within the region and deepen its impact as the organization prepares to serve an increasingly polarized and economically unequal, post-pandemic world.

As part of this transformation, Charities seeks a **Senior Vice President, Immediate Access and Basic Needs** (“SVP”). Core to Catholic Charities’ mission, these initiatives and programs focus on access to fundamental needs – such as food, public benefits, supportive services for people experiencing homelessness, financial assistance – in urgent or emergency situations. The SVP will work to ensure that the most vulnerable populations have the opportunity to promptly acquire assistance when they need it most. In service of this goal the SVP will lead the building of both a central Catholic Charities Hub and Regional Operations function to serve as the first point of contact for clients in need and a system to further connect clients to additional services within and outside of Catholic Charities.

Through their Immediate Access and Basic Needs Impact Area, Catholic Charities provides immediate and wraparound services for people in crisis, addresses basic needs, and connects people to longer term supports. Across Cook and Lake Counties, Catholic Charities is the largest and most comprehensive social safety net organization for vulnerable individuals and families. With a team of more than 200 and a budget of $50M, the work within the Immediate Access and Basic Needs Impact Area supports 300,000 clients across Cook and Lake Counties.

This new position has overall responsibility for all activities related to the effective and efficient functioning of Immediate Access and Basic Needs services and programming. The SVP will provide strong leadership in areas including but not limited to the development of new and existing services, the development and implementation of operational standards, budgetary and financial management, client service delivery, and quality assurance.

The SVP will report directly to the Chief Program Officer and serve as a key member of the Program Leadership Team, along with the SVP of Seniors and Housing and the SVP for Children, Youth and Families (also a new position). This team will meet regularly with the CEO to align on strategy and impact goals. Together, the Program Leadership Team will collaborate closely so that Charities leads and manages its diverse programs with a cohesive approach. The SVP will be responsible for 5-7 direct reports.
Key responsibilities include:

- Provide overall strategic oversight of Immediate Access & Basic Needs programming, ensuring its alignment with and advancement of Catholic Charities’ vision, mission and values;
- Ensure the success of programs by establishing culture, systems and services, helping others overcome resistance to change so that organizational objectives are achieved;
- Identify key issues and relationships relevant to achieving a long-range goal or vision;
- Serve as a collaborative team player, exhibiting humility, hunger and people smarts. Use a flexible interpersonal style to build, motivate and guide cohesive teams in attaining organizational goals;
- Build and sustain Charities Hub and Regional Operations functions – together they will serve as connective tissue for programs, employees, and clients across the organization;
- Provide leadership to Charities Programs to drive achievement of overall impact goals and key performance outcomes;
- Shepherd collaboration across the organization, and with partners across the region and in the community.
The Senior Vice President, Immediate Access & Basic Needs of Catholic Charities of the Archdiocese of Chicago will have the following professional and personal qualities, skills and characteristics:

A TEAM BUILDER AND PEOPLE DEVELOPER
The ideal candidate brings a proven track record of developing and leading high-performing programs and teams, drawing the best out of each individual contributor to achieve shared goals. The SVP will have an exceptional capacity for managing and leading people, including building the capabilities of a driven, ambitious, and diverse team. They will promote among all constituents a powerful sense of shared purpose and engagement in the current and future work of Catholic Charities. Critical to success in this role, the SVP will be skilled at fostering and nurturing professional relationships rooted in trust and transparency. This leader will partner with senior leaders and other managers to strategically uplift and plan for the continued development of a culture of inclusion and collaboration within the agency. The SVP will be a natural convener with a demonstrated ability to connect, build bridges and work to nurture a transparent and compassionate environment where staff feels welcome and inspired to bring their full selves to work.

A SYSTEMS THINKER WITH A GROWTH MINDSET
The SVP will be highly strategic, setting priorities decisively but collaboratively, delegating responsibilities, ensuring accountability, and effectively allocating resources to ensure results. This leader will have a strong data and analysis orientation and a proven ability to use metrics to drive decisions and achieve strategic objectives. The SVP will have a demonstrated understanding of how to run complex programs and services efficiently and effectively. The SVP will understand the importance of effective operational, programmatic, and financial administration. The SVP brings experience leading change in a large organization and a proven record of converting strategy into effective execution, offering creative, practical ideas to achieve the Catholic Charities’ strategic direction.

RESULTS AND IMPACT ORIENTATION
The SVP will be wired for impact and will ensure that the teams are optimized to deliver on each aspect of Catholic Charities’ mission. The SVP will be capable of elevating operational excellence and will function well in a fast-paced environment. The SVP will be a results-oriented leader with the ability to translate Catholic Charities priorities and goals into clear objectives for the staff. Knowing that the organization’s models must continue to evolve to stay relevant to shifts in the market and in the community of people it serves, the SVP will foster a culture that will result in improved performance across the organization. They will ensure that there are ongoing critical assessment systems in place to actively confirm that existing programs are meeting the needs of the community.
RELATIONSHIP BUILDER
The SVP must be able to build and sustain excellent relationships at multiple levels internally and with the various external constituencies including the Board of Directors, staff, community members, and a range of partner agencies and other institutions. The SVP will be a proactive, transparent, and persuasive communicator who can work effectively with people of different philosophies, backgrounds, and cultures. This leader will serve as a representative for Catholic Charities and leader in the broader social services landscape. The SVP will have demonstrated the ability to quickly build trust and credibility with people and they will have a natural inclination for developing strong relationships and networks in service of keeping Catholic Charities programs at the forefront of innovation.

PASSION FOR CATHOLIC CHARITIES’ MISSION
The SVP will have a vibrant passion for the unifying role that faith can play in a highly diverse (ethnically, racially, socioeconomically and religiously) workplace. The SVP will be an individual of integrity and values – someone who can be trusted without reservation. The SVP will have a strong work ethic, emotional and social intelligence, an ability to bring compassion to tough situations, as well as a natural joy and foundational understanding of our shared humanity. Above all, this leader will bring a personal passion and commitment to Catholic Charities’ mission as well as an appreciation and understanding of the organization’s vision, work, and impact.

The Catholic Charities of the Archdiocese of Chicago is an equal opportunity employer and consideration for employment is made without regard to race, color, religion, age, gender, gender identity, sexual orientation, national origin, disability status, protected veteran status, or any other characteristic protected by law.
COMPENSATION

Salary is competitive and commensurate with experience. The salary range for this role begins at $175,000, plus a generous and competitive benefits package.

CONTACT

Koya Partners has been exclusively retained for this search. Marissa Delgado and George Theotokatos are leading the engagement. To make recommendations or express interest in this opportunity, please submit your materials here or email SVP@koyapartners.com. All inquiries and discussions will be considered strictly confidential.

Koya Partners is committed to providing reasonable accommodation to individuals living with disabilities. If you are a qualified individual living with a disability and need assistance expressing interest online, please email nonprofitsearchops@divsearch.com. If you are selected for an interview, you will receive additional information regarding how to request an accommodation for the interview process.

About Koya Partners

Koya Partners, a part of Diversified Search Group, is a leading executive search and strategic advising firm dedicated to connecting exceptionally talented people with mission-driven clients. Our founding philosophy—The Right Person in the Right Place Can Change the World—guides our work as we partner with nonprofits & NGOs, institutions of higher education, responsible businesses, and social enterprises in local communities and around the world.

For more information about Koya Partners, visit www.koyapartners.com.