



## CHIEF PROGRAM OFFICER IDEAL CANDIDATE PROFILE

Bancroft®, a leading regional nonprofit provider of programs and services for individuals with autism, intellectual and developmental disabilities and those in need of neurological rehabilitation, is recruiting a Chief Program Officer (CPO). The ideal candidate will be an innovator with visionary leadership, a growth-minded collaborator, and a change agent who is prepared to operationalize the organization's growth and strategic management.

### BANCROFT®: ONE WORLD. FOR EVERYONE.

Through innovative programs supported by clinical experts, Bancroft offers a comprehensive range of services aimed at unlocking the full potential in each person and meeting their changing needs throughout their different stages in life. Programming includes special education, vocational training and supported employment, structured day programs, residential treatment programs, community living programs, and behavioral supports.



Bancroft was one of the first private schools in the United States for children with intellectual and developmental disabilities. It all started in 1883 with one remarkable woman – a Philadelphia schoolteacher named Margaret Bancroft. Today, Bancroft is a multi-faceted organization that is advanced in its vision and rich in its legacy.

#### Bancroft's Core Values: *C.A.R.E.S.*

**Compassion** - Expressing kindness, caring and a willingness to help others.

**Accountability** - Accepting responsibility for personal behavior and actions.

**Respect** - Showing care about the feelings and well-being of others.

**Empowerment** - Becoming strong and confident, especially in controlling one's life and claiming one's rights.

**Safety** - Protecting self and others from danger, risk or injury.

## PROGRAMS AND SERVICES



With an annual operating budget of \$200 million and 2,700 employees, Bancroft operates more than 275 facilities and homes across New Jersey, Pennsylvania and Delaware. This includes more than 200 group homes and day services facilities totaling 600,000 gross square feet and worth approximately \$40 million, in addition to a 110,000 gross square foot campus worth approximately \$100 million.

Each year Bancroft impacts 2,200 lives, providing 32 programs in 17 locations that help people reach their full potential for happy and fulfilling lives through a wide array of programs.

### Children's Services

Bancroft's nationally recognized Children's Residential Program is one of the most innovative behavioral therapy and residential treatment facilities in the nation with campus and community-based residential treatment programs for children and youth with autism, intellectual and developmental disabilities.



The **Lindens Neurobehavioral Program** is a highly effective residential treatment program for children living with severe autism, intellectual or developmental disabilities. Families from across the country trust the Lindens Program to provide expert and progressive care for their child.

Bancroft's **Campus Residential Treatment Program** provides children with intensive support and supervision. The goal is to introduce and instill daily living skills to promote communication and transition. Located on the 80-acre Welsh Campus in Mt. Laurel, NJ, children live in spacious, residences with access to 24-hour supervision and nursing care, along with plentiful open space, meeting space for family visits, and many opportunities for recreation and play.

**Community-based homes** blend seamlessly into neighborhoods throughout southern New Jersey where children and young adults can live more independently while continuing to build upon the necessary life, social and cognitive skills they have developed.

### Adult Services

**Residential programs** in NJ, DE and PA offer adults with autism, intellectual and developmental disabilities the support they need to fully realize that hope. Bancroft has been a leader in providing residential options – including community-based group homes, programs for adults with severe autism and complex needs and a program for aging adults.

The organization serves older adults through the **Judith B. Flicker Residences Program**, which is aimed at providing a superior quality of life for people over 50 with autism and intellectual or developmental disabilities, in a serene setting in Voorhees, New Jersey.



### Autism Treatment

Through its continuum of care, Bancroft works with individuals and their families to develop individualized treatment plans to meet each person where they are in the journey to becoming their best selves.

The organization provides diagnostic assessments, assistive technology, applied behavior analysis, a severe behavior day treatment program, contracted services, and the **ABA Center of Excellence (ABA)**. Through its team of behavior analysts, the ABA provides an unparalleled path to improving quality of life for children, adults, and their families while ensuring internal clinical quality. ABA connects the organization to the broader research and practice community through university partnerships, research, and clinical training.



### NeuroRehab

Through NeuroRehab, Bancroft helps people with brain injury and neurological conditions rebound, recover and reconnect through outpatient therapies, day programs, residential programs and supported employment. Bancroft's expert and caring clinicians are dedicated to improving patient outcomes through comprehensive care using best practices and innovative techniques to provide individualized treatment wherever you are in your journey.

## THE ROLE OF THE CHIEF PROGRAM OFFICER (CPO)

The CPO will lead all Bancroft programs including Adult and Children Residential, Day and Educational programs as well as the NeuroRehab and Autism Treatment programs. S/he will provide oversight and innovative, visionary leadership to ensure all programs are providing the highest level of care to those we serve and support. The CPO will be responsible to improve program operational performance by identifying and implementing best practices and opportunities to enhance revenue and improve operational efficiency.

### Functional Responsibilities:

The CPO serves as a member of the Executive Team and Presidents Council and he/she will report directly to the organization's President & CEO. The CPO has four direct reports and a team of more than 2,000 staff members who provide care to 2,200 individuals and their families.

### **Essential Responsibilities:**

- Lead transformational change across all programs in accordance with Bancroft's core values and strategic plan to position Bancroft to meet the growing needs of individuals living with autism, IDD and brain injury.
- Develop strategy, and implement effective processes and practices to drive results to achieve long-term operating and financial goals, workforce engagement and quality outcomes.
- Partner with the leadership team to improve operational efficiencies through standardization of internal and/or external best practices.
- Assess, develop and ensure that all practices are effective and efficient in meeting the growth needs of the organization.
- Effectively communicate organizational priorities and direction while embracing Bancroft's mission and core values.
- Attract, develop and retain a professionally strong and results oriented management team.
- Responsible for ensuring all the services provided to those we support are of high quality, respectful and inclusive, and financially sustainable.
- Abides by the Bancroft Mission Statement, Vision Statement, Core Values and Code of Ethics.

### **IDEAL CANDIDATE QUALIFICATIONS AND COMPETENCIES**

The ideal candidate will have a master's degree in business, healthcare or other related field, as well as a minimum of 10 years of experience with accountability for the responsibilities aligned to this role and at least five years at a senior executive leadership level in an organization with a budget of at least \$75 million. Prior experience with multi-state / multi-jurisdictional regulatory authorities, including but not limited to departments of health, divisions of disability services, and other governmental funders is preferred.

### **Knowledge, Skills and Abilities:**

- Strong financial, budgeting, planning, business and operational acumen and the ability to synthesize financial and operational data and processes.
- Strong project management skills.
- Strong collaborator who can effectively build consensus and gain support across multiple organizational levels to achieve optimal results and active support.

- Strong leadership skills, executive presence, communication, customer service, team building and conflict resolution skills.
- Decisive leadership and problem-solving ability with a high degree of integrity, accountability and performance orientation.
- Ability to effectively prioritize and manage multiple changing responsibilities.
- Ability to effectively handle the stress of a high-powered position in a calm and even manner.
- Process and data-based orientation to continuous improvement and problem-solving.
- Strong working knowledge of Google or Microsoft Office suite, including spreadsheet, presentation and document systems.
- Valid driver's license required in incumbent's legal name and current address with no provisional restrictions.

**Key Success Criteria:**

- Mission-driven, results-orientation, aligning behaviors with organizational Mission, Vision and Values.
- Collaborative, able to engage the input stakeholders to problem-solve with calmness, clarity and imagination.
- A diversity and inclusion mindset for executive level leadership.
- Ability to ensure calibration of teams at all levels of direct service.
- Excellent communication skills; shares information easily, listens well, and respects the abilities of others. Engenders trust.
- Ability to establish and maintain quality controls across programs-value based programming.
- Ability to focus on building and maintaining external relationships; alliance building.
- Knowledge of state regulatory and payment systems.
- Multitasking to effectively manage multiple competing priorities.
- Humble, confident and competent team builder; Ability to motivate others.
- Familiarity with the ID/DD communities in Southern New Jersey, Pennsylvania, Ohio and/or Massachusetts will be a plus.

**COMPENSATION**

Bancroft is prepared to offer a competitive salary and benefit package to the candidate selected to be their new CPO.

**Base Compensation:**

Base compensation will be negotiated according to experience and other related factors.

**Incentive Compensation:**

Annual discretionary bonus based on achievement of a combination of organization-wide and individual goals, as they are defined from year to year.

**Deferred Compensation:**

Section 162 Bonus Plan, which provides an annual contribution of \$15,000, beginning the January or July following one year of employment.

**Benefits:**

Eligible for Medical, Prescription and Dental coverages and Flexible Spending Account for employee and eligible dependents; Life and Accidental and Dismemberment, and Long-Term Disability insurances, effective with enrollment, on 1<sup>st</sup> of the month following 60 days of employment. Immediate eligibility to make Employee Elective Deferrals to the 403(b) Plan. Employer Matching Contributions at a rate of 50% of the first 4% of Employee Elective Deferrals begin the first of the quarter following one year of service. There is a 2-year vesting period for the Employer Match. Tuition Reimbursement benefit and Continuing Education opportunities. Employee Assistance Program; Elective Vision, Dependent Life and Accident Insurance; Drop-in and discounted childcare through KinderCare; Earned Wage Access; Various discount programs. Twenty-four (24) days of Paid Time Off (PTO), and nine (9) Paid Holidays per fiscal year.

In addition, the CPO position offers an opportunity to become part of a close-knit community of individuals, friends and families, dedicated staff, community members and corporate partners who are dedicated to making a profound difference in the community and in the lives of the people Bancroft serves.

**CONTACT INFORMATION FOR INTERESTED CANDIDATES AND NOMINATIONS**

If you would like to express your interest in this position, please send a cover letter and resume to Dr. Yvonne Styles, Managing Director, at [yvonne@dcm-associates.com](mailto:yvonne@dcm-associates.com). If you would like to discuss the opportunity further or would like to recommend a candidate, please contact Dennis C. Miller, Founder & Chairman at [dennis@dcm-associates.com](mailto:dennis@dcm-associates.com).



*Executive Search  
Nonprofit Leadership  
& Board Performance*

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