



NORTHEAST HEARING & SPEECH EXECUTIVE DIRECTOR

The board of directors of Northeast Hearing & Speech (NHS), headquartered in Portland, Maine, seeks a new executive director to lead the nonprofit organization into its second century. NHS's dedicated clinicians offer a complete range of services to help people of all ages hear, speak, and communicate, and its community outreach efforts impact thousands of people in need each year. The next executive director will uphold the organization's commitment to exceptional care and community service, while strategically extending its reach.

Organizational Overview

Since 1924, Northeast Hearing & Speech has been providing speech language pathology and audiology services, as well as the latest hearing aid technology for people of all ages.

NHS's certified audiologists provide comprehensive hearing evaluations for newborns to elders; dispense hearing aids and assistive listening devices from the leading manufacturers; and deliver thoughtfully tailored education and counseling, spending the time needed to ensure top-notch care.

NHS's speech-language pathologists provide evaluations and therapy for children and adults with hearing loss, speech and language differences, autism, and a variety of other neurodevelopmental disabilities. Northeast Hearing & Speech is also actively involved in several community initiatives to improve school readiness and third-grade reading levels through parent and teacher trainings about how to support children's language and literacy development.

Looking forward, NHS is focused on the following strategic priorities:

- Supporting key stakeholders—clients, staff, and community members—in the wake of the pandemic
- Maximizing services to address the growing needs in Cumberland County
- Expanding to meet increased demand in neighboring communities

More information about Northeast Hearing & Speech, including board and staff profiles and video testimonials, can be found on the website: <https://www.nehearingandspeech.org/>.

Position Summary

The executive director serves as the primary public-facing representative for the organization and oversees all financial, human resources, facilities, marketing, and administrative functions of NHS. This individual is ultimately responsible for sustaining the organization's financial health, ensuring excellence in all services, and maintaining NHS's positive culture and ability to attract and retain exceptional talent. The new executive director will partner with the board in developing a strategic plan to advance the nonprofit's mission over the next three to five years. Though direct fundraising is not a feature of this position, building relationships and

community-based partnerships is among the executive director's top priorities. The executive director reports to the board of directors, supports board recruitment and development, ensures consistent and meaningful communication, and serves as liaison between the board and staff.

More specific aspects of the executive director's role and responsibilities include:

Finance and Operations

- Maintain accountability for the operational and fiscal integrity of the organization
- Set clear revenue, clinical service, community outreach and cost management goals in cooperation with the director of finance and board of directors; monitor progress; and make operational adjustments as appropriate
- Develop and document business processes and practices
- Ensure that appropriate policies are in place to maintain best clinical practices in all service areas
- Ensure compliance with all relevant laws and regulations, and the implementation of accurate coding and billing procedures
- Ensure appropriate return on investment for all major capital requests
- Provide accurate and timely reports to the board of directors
- Stay informed and aware of emerging issues and changes in the operational landscape

Staff Management

- Develop and implement a sustainable staffing model including competitive compensation and benefits
- Oversee staff recruitment, hiring and orientation
- Develop and implement a comprehensive system of staff evaluation
- Provide opportunities for continuous staff development to meet identified needs and goals, and ensure accountability
- Conduct regular staff meetings and maintain open lines of communication
- Lead ongoing efforts to maintain an organizational culture of respect, collaboration, diversity, and inclusion

Public Relations

- Demonstrate knowledge of NHS's clinical services, leading-edge solutions, and the challenges facing those affected by hearing loss and speech and language differences
- Lead the design, coordination, and execution of communication and marketing initiatives
- Represent the organization to the broader community through media engagements and at business/civic/community-based events
- Build and sustain relationships with mission-aligned organizations, educators, decision-makers and policy-shapers to promote NHS's offerings, maintain awareness of community needs, and leverage opportunities for added capacity and increased impact
- Coordinate education of internal and external stakeholders on NHS's value and services

Position Requirements

Leading Northeast Hearing & Speech demands a broad set of attributes and skills. This position requires a mission-driven team-builder with financial acumen; proven presentation, public speaking, and networking skills; and facility in delegation, coordination, and prioritization. The executive director should be proficient in modern tools for data analysis, planning, and communication. Significant experience managing clinical operations and familiarity with speech and/or hearing care operations would be very advantageous.

It is expected that the successful candidate will bring to the organization:

- A passion for NHS's work and solid organizational leadership experience in the nonprofit sector, preferably in health services
- Financial acumen and experience developing, managing, and overseeing budgets of \$2-4 million
- Exceptional communication skills, eagerness to engage as the public face of the organization, and the power to inspire
- Experience building effective external relationships and enduring community-based partnerships
- Demonstrated strength in attracting, developing, and retaining strong talent; and delegating to build strength and optimize efficiency
- A track record of strategically growing an organization and successfully managing change
- Success in working with a nonprofit board of directors in alignment with best governance practices
- Attention to detail and the ability to multitask, make sound decisions, and manage critical timelines
- Curiosity, high energy, good humor, and humility

Compensation

The compensation package includes a competitive salary of \$110,000-130,000 commensurate with experience; health, dental, short- and long-term disability and life insurance; generous paid time off and a 401K match. The new hire can expect a formal review after six months as well as an annual evaluation.

Nondiscrimination

Northeast Hearing & Speech is an equal opportunity employer. The board of directors recognizes and values leadership of diverse and historically marginalized communities and encourages people of all identities to apply. Applicants will not be discriminated against on the basis of race, color, national origin, ancestry, ethnic background, age, religion, familial status, disability, sex, veteran status, sexual orientation, gender identity and expression, and any other legally protected characteristic. The organization complies with all applicable national, state, and local laws pertaining to nondiscrimination and equal opportunity.

To apply

Interested candidates should send a cover letter and resume to Starboard Leadership Consulting at the following address: search1@starboardleadership.com.

Paper copies may be sent to Jessica Weiner, Starboard Leadership Consulting, 84 Harlow St., Bangor, ME 04401, but electronic submissions of material are preferred. No phone inquiries, please. The application deadline is October 23, 2023, and review of all submissions will begin immediately thereafter.