



Health. Wellness. And Wonders.

Chief Human Resources Officer

Monticello, New York

The Center for Discovery is an internationally renowned specialty center for the treatment of individuals with complex conditions, including autism spectrum disorders (ASD), and medical frailties. The Center, highly regarded for its innovation, biodynamic farming practices, and whole-body approach to care, has grown from its roots as a provider of services for children with Cerebral Palsy (CP) to become a magnet institution that draws individuals and families from around the State of New York and the world who seek highly advanced care and access to groundbreaking research and treatment.

Located on a multi-campus setting in the Catskill Mountains and with a satellite business office in Manhattan, The Center cares for an ethnically and demographically diverse population of children and adults through residential and educational programs, health and clinical services, and family support services. Its integrated and holistic approach to life-long learning enlists the talents of a dedicated team of nearly 1,600 highly trained staff who provide year-round support, 24 hours a day. Included are a medical staff of physicians and specialists, registered and licensed practical nurses, as well as classroom teachers and teacher aides, dieticians, occupational therapists, and many more.

To amplify the capabilities of its staff, and thereby the potential to assist more families, The Center for Discovery is seeking an insightful and mature human resources professional with deep expertise in talent management to serve as Chief Human Resources Officer (CHRO). Leading The Center's HR strategy and day-to-day operations to ensure program sustainability and expansion, the CHRO will leverage talent and resources to transform, elevate, and amplify the impact of HR infrastructure and service delivery across recruitment and retention; talent management and development; leadership development; succession planning; employee engagement; compensation; benefits; compliance; and HRIS data, analytics, and reporting.

As the largest provider of care for children with significant disabilities in New York State, The Center serves more than 165

THE CENTER FOR DISCOVERY

At The Center for Discovery, people with disabilities work hard to find a way forward as they shape lives of meaning. The supports we offer are grounded in the land and our community of care and education, which for many years has integrated food and farming, science and research, and health and wellness.

We are a vibrantly successful program that encourages people with intellectual and physical challenges to defy expectations, while simultaneously evolving new models for living.

What happens here matters everywhere.

<http://www.thecenterfordiscovery.org/>

Autism is a complex disorder that affects 1 in 68 children, and rising. Families in search of support and guidance are often left feeling confused, alone and helpless as they advocate for their child. They must decipher complicated educational, health, and governmental systems and agencies for help, all while trying to understand their child's multiple, co-occurring medical conditions. Finding the right care that treats the whole person and an education that provides real world application is vital to improving quality of life.

The Center for Discovery was one of the first to recognize the complexities in autism, and it respectfully helps families navigate those complexities. The Center is a major research and specialty institution providing outstanding residential, health, and educational services to more than 1,200 children and adults with significant developmental disabilities, including autism spectrum disorder (ASD), and complex medical frailties. It was recently named a Center of Excellence for the Treatment of Autism and Other Complex Conditions – a testament to their advanced practices and ability to serve as a resource to other health care providers, schools, governmental agencies, and most importantly to individuals and families.



adults and 170 children ages 5 to 21 living in beautiful, universally-designed residences with access to advanced rehabilitation technology, adaptive physical education, music, and art therapy. The Center also provides special education services to school-age children, including 100+ day students from school districts throughout the region.

In 2018, The Center will break ground on a specialty hospital for children with ASD as well as those who are medically fragile, serving families from around the country and the world. The hospital will operate a three-to-six-month intensive assessment and intervention program. With the goal of helping children transition back home instead of entering lifelong residential placement, the hospital will equip each child with the necessary skills to engage with the world around them in more meaningful ways and support the child's family to ensure stability and success.

The CHRO will serve as a strategic thought partner to the Board and Executive Leaders; guide the HR team to effectively support The Center's expanding program areas and business operations; instill a shared sense of accountability between all team members that reinforces collaboration and an integrated approach to the work; and deliver HR programs that shape high-quality leaders who will positively influence the culture internally and amplify the work of The Center externally.

Reporting to the Chief Executive Officer, the CHRO will develop and implement a comprehensive human resources strategy and framework; create and oversee streamlined compensation and benefits programs; develop and deploy integrated talent management and development systems; create and launch tailored talent acquisition and retention strategies; build and lead a best-in-class HR service delivery team that strives to elevate all functions of the organization and promotes strong lines of communication; and design and implement policies, procedures, and systems to capture data and provide real-time reports that establish evidence-based outcomes and support predictive analytics.

The ideal candidate must have sound judgment to deal with confidential and sensitive information, and often act as a liaison between the CEO and other constituencies, both internal and external. This person must be able to understand, clearly articulate, and operationalize the CEO's ideas, thoughts, and perspectives as they relate to the organization's internal purpose and objectives. A dynamic, flexible and resourceful leader, the CHRO will be a strong coach and problem solver, diplomatic change agent, and an expert in understanding organizational dynamics. An inspirational style that compels others to perform at the highest levels, embrace change and self-reflection, and adopt a cohesive vision is essential. Excellent communication and negotiation skills are critical.

In addition to having knowledge in health and human services and a passion for serving children with complex conditions, the successful candidate will offer strong business acumen and a strategic sense of how to create and manage a human resources office that best serves The Center's staff, functions, and goals. A Bachelor's or Master's degree in human resources management, or a related field, plus ten to fifteen years of HR experience in complex and dynamic health and human services organizations is required.

Responsibilities of the Chief Human Resources Officer

Develop and execute a human resources strategy that elevates and supports The Center's strategic direction and organizational goals.

The CHRO will serve as a strategic thought partner to the Board, CEO, General Counsel, and Executive Leaders in all areas of talent management. S/he will create short- and long-term strategic plans in partnership with leaders and senior staff to determine the human resources priorities for the next twelve months through the next ten years, and will establish operational and service delivery benchmarks, timelines, and resources to achieve defined objectives. In addition, the CHRO will lead the development of HR strategies, anticipating the innovation of change initiatives that promote people productivity, organizational efficiency, optimal service delivery, and maximum cost-effectiveness. This includes overseeing automation and integration of HR data to identify needs, gaps, and risks, and leveraging information to align human capital capabilities with organizational goals.

Lead and enhance HR infrastructure with maximum consistency, exceptional service deliver, and at optimal cost.

To ensure The Center continues to operate at maximum capacity, the CHRO will lead the design of an HR framework that enhances service delivery to all business, operations, and program functions including expansion plans of the specialty hospital. S/he will translate organizational goals into effective human resource programs, drive growth, and create thriving work cultures. To that end, the CHRO will review existing HR programs, policies, and processes for enhancement across all HR functions: compensation, benefits, talent management and development, recruitment and retention, performance review, leadership development, succession planning, budgeting, HRIS, and payroll in conjunction with Finance. S/he will identify needs and recommend change initiatives to further elevate the HR function and ensure compliance with all applicable federal, state, and local regulations.

Develop innovative strategies and programs to attract and retain best in class professionals.

The CHRO will design and implement innovative recruitment strategies to increase The Center's employment brand awareness and acquire professionals who embody the organization's values and standards of excellence. The CHRO will oversee day-to-day talent acquisition operations and collaborate with HR staff in the management of the recruitment lifecycle including developing creative sourcing plans to ensure a consistent flow of qualified candidates, accessing untapped recruiting markets, and designing programs tailored to deliver high-quality candidate experiences. Most immediately, the CHRO will create targeted strategies to hire entry-level staff for adult and pediatric residential care programs and highly trained, professional-level staff for the specialty children's hospital.

Further, the CHRO will shape the vision for talent management by implementing innovative, creative, high-impact strategies that enable outstanding organizational, team, employee and service performance. S/he will be responsible for leading performance reviews, leadership development, succession planning, talent development, and retention programs targeting multiple levels of employees. The CHRO will also work with the HR team to identify and implement policy and process improvements, technology enhancements, and talent acquisition reporting and analytics needed to proactively communicate with internal stakeholders on recruitment metrics, trends, and market data that impact sourcing and selection of talent.

Develop and lead a high-caliber, collaborative human resources team.

The CHRO will epitomize The Center's productive, collaborative, and respectful organizational culture. S/he will provide leadership to ensure a high performance culture within HR and the global organization. This includes supporting the development of high-caliber, proactive, and confident HR professionals; overseeing day-to-day operations of the HR team; and instilling a sense of accountability for attaining specific metrics and key performance indicators. Internal collaboration is critical as the CHRO and his/her team works closely with program leaders to ensure uninterrupted, best-in-class care and service delivery to The Center's children and families. The success of the HR team will also depend on building and maintaining transparent and responsive working relationships with all departments across the organization including clinical services, health services, psychology, education, and all business and operations functions.

Leverage existing and develop new processes and technology systems to track and monitor data that establishes evidence-based outcomes and supports forecast activity.

Anchoring The Center's future in meeting the critical needs of children with development disabilities, the CHRO will ensure HR is collecting and managing the necessary data to measure and improve operations and service delivery outcomes within each function of the organization. The CHRO will work with executive leaders to establish evidence-based outcomes, improve outcomes, forecast recruitment and enrollment activity, and utilize predictive analytics to assess and evaluate its future state. S/he will partner with the CEO, the leadership team, and The Center's IT staff to build in transparency and accuracy around data collection that supports informed decision-making, and assess existing and suggest new technology solutions for gathering and understanding real-time data analytics.

Attributes of the Ideal Candidate

While no one person will embody all the qualities enumerated below, the ideal candidate will possess many of the following professional and personal abilities, attributes, and experiences:

- Demonstrated commitment to and empathy for individuals with developmental disabilities; an unshakable belief that all children deserve success and opportunities regardless of their social, economic or learning history or their abilities;
- A Bachelor's degree and a minimum of 15 years of HR experience with at least 5 years at the executive level is required; an advanced degree in human resources or a related business field as well as direct experience in health and human services and/or healthcare is preferred;
- Experience in a 24/7, multi-site organization or division experiencing rapid growth, with oversight for geographically distributed staff is desired;
- In-depth understanding of State labor laws and related compliance policies and procedures is essential;
- Demonstrated ability to work strategically and respectfully with board members, executive leaders, staff, families, and partners; proven ability to meet multiple deadlines, balance numerous projects, and work independently within the confines of limited resources;
- Highly collaborative and transparent nature that recognizes that the care of the children and families being served is the only agenda; a true partner who proactively and humbly seeks advice and counsel from colleagues and leadership;



- Ability to successfully operate within ambiguity and comfort leading, managing, and moving through change; the adaptability to be part of a fast-paced environment that operates in a mode of continuous improvement;
- Superb crisis management skills; the gravitas to advocate on behalf of the organization and staff, and the desire to strategically and deliberately build a reputation of excellence and sophistication;
- Capacity to dream big and craft HR strategies to support expansion and enhancement of HR scope and services; a steadfast commitment to developing staff and managing the complex realities posed by a rapidly expanding, multi-faceted organization with distinct lines of service;
- The flexibility to travel as needed.

How to Apply

The Center for Discovery has retained Talent Citizen to assist in this recruitment. Adele Mezher and Lisa Catapano are leading the search.

Please submit your resume and a cover letter outlining your interest, the reasons why you are best suited to lead the human resources team and would be a strong fit for the organization, and where you learned of the position. Applications should be sent to: tcf-d-chro@talentcitizen.com

The Center for Discovery is an Equal Opportunity Employer. Candidates of all backgrounds are encouraged to apply.