



Chief Executive Officer • Ethos

Position Guide • October 2024

Position Chief Executive Officer

Reports To Executive Committee & Board of Directors

Location Boston Area



MISSION

Ethos is a private, not-for-profit organization that promotes the independence, dignity, and well-being of the elderly and disabled. Ethos achieves its mission through the coordination and delivery of high-quality, affordable home and community-based care. In all aspects of its work Ethos supports family caregiving, fosters social interaction and respects cultural diversity.

HISTORY

Ethos was founded in 1973 by a grassroots coalition of community activists and social service providers. Their pioneering vision was to create an alternative to prevailing institutional models of care, which they believed robbed the elderly and disabled of their autonomy and disconnected them from social and community life. Ethos has grown considerably since that time and, while much has changed, our commitment to the independence, dignity and wellbeing of elders and the disabled remains as strong as ever.



Ethos is a private, nonprofit organization that assists the elderly and disabled to live at home. In 1972, Massachusetts Office of Elder Affairs issued a call for grassroots coalitions to support a program to keep elders out of nursing homes. Called “Home Care,” it was one of the nation’s first efforts to create an alternative to the institutional models of caring for the elderly that had prevailed since the poorhouse.

That August, a group of southwest Boston seniors and providers formed the Ad Hoc Coalition for the Elderly. In its first report to the state, it found “meager resources wasted by duplication... and lacking organized means of efficiently referring older people to sources of help.” It was a problem the group decided to take on.

In March 1973, the Coalition incorporated as Southwest Boston Senior Services – the city’s first, neighborhood-based not-for-profit organization devoted solely to keeping the elderly and disabled at home. One year later, it began operations out of a Roslindale storefront with a staff of four and funding for one elder lunch site and a Meals on Wheels route.

Today, that agency is Ethos, a \$56 million organization that promotes the dignity and independence of more than 8,500 elderly and disabled persons. Among its designations, it is a state Aging Services Access Point, the Elder Nutrition Project for the entire city of Boston, serving more than 2.4 million meals annually, and Long-Term Care Ombudsman services for the city of Boston. Despite years of growth, Ethos remains rooted in the principles of care, compassion and community that guided its founders.

We serve more than 8,500 individuals and families, primarily in the Boston neighborhoods of Jamaica Plain, Roslindale, West Roxbury, Hyde Park and Mattapan. Ethos offers a wide range of high-quality, discounted services and support, delivered at home and in the community.

A spirit of innovation

Ethos has a long track record of breaking new ground. Many of our early pilot programs are now standard offerings across the nation. These include para-transit services, home-delivered meals, home care, case management, crisis intervention, and culturally appropriate services and programs. This spirit of innovation continues to propel Ethos forward.

More recent initiatives include developing services tailored for LGBTQ+ elders, promoting healthy aging through evidence-based trainings, organizing age-friendly communities, and facilitating peer-based solutions for aging in place.

A respect for diversity and inclusion

Ethos ensures that its staff and volunteers reflect the diversity of Boston: from native-born and longtime residents to more recent arrivals from the Caribbean, Latin America, Africa, Asia and Russia.

We have a proud track record of developing programs and services that are welcoming, inclusive and culturally appropriate. We were the first in Boston to deliver Meals on Wheels that feature Hispanic, Russian, Kosher and vegetarian menu options. Our Café Sant Grandet was the first effort bringing together Haitian elders, and our Café Emmanuel was the first in New England to welcome LGBTQ+ elders. Summer House was the first facility in Boston to offer elders a group home alternative to nursing homes.

A commitment to collaboration

Faced with the challenges of an impending “Age Wave,” Ethos is confident that its strong vision and solid track record of innovation and collaboration will keep our organization at the forefront of local efforts to ensure the elderly and disabled are able to remain in their homes for as long as possible.

Ethos owes much of its success to a robust set of collaborations we have developed over the years with other institutions and organizations. We have built enduring partnerships with government agencies, providers, senior and disability advocates, health care organizations, businesses, philanthropies and donors. Below are just a few examples of these much-valued ties.

- The Massachusetts Executive Office of Elder Affairs designated Ethos as an Aging Services Access Point.
- The City of Boston Age Strong Commission chose Ethos to be a Senior Nutrition Project site and the city’s Long-Term Care Ombudsman.
- Ethos is a founding member of the Eldercare Alliance, Mass Aging Access, the Boston Aging & Disabilities Resource Consortium and the LGBTQIA+ Aging Project.
- Three Ethos community initiatives—AgeWell West Roxbury, Senior Center Pilot, and JP@Home – rely on strong connections to all sectors of their respective neighborhoods.

ETHOS PROGRAMS

Case Management:

State-funded Home Care:

Arranges services such as: Homemaking - Personal Care – Heavy Chores - Grocery Shopping -
Transportation to Medical Appointments - Adult Day Health - Respite for Caregivers

Senior Care Options – A program merging MassHealth and Medicare for people 65+

OneCare – A managed care program for people age 22+ with MassHealth and Medicare

Boston Allied Partners – Long term support services for people on MassHealth, ages 3+ who need assistance with health-related social needs

Personal Care Attendant Program – A program available to people of any age who have MassHealth Standard or CommonHealth who need assistance with activities of daily living

Nursing Assessments, Nursing Home discharges

Nutrition Program: Home Delivered Meals, Community Cafes, Nutrition Counseling

Long Term Care Ombudsmen: Advocacy for people in Nursing homes and Rest homes

Boston Money Management:

Bill Payer – Volunteer assistance with writing checks and paying bills

Representative Payee – Formal program for people who need their funds managed

Resident Service Coordination: For Boston Housing Authority buildings in the Ethos area

Volunteer Services: Friendly Visitors, Shopping, Computer Coaching, Café Meals site volunteers, and interns

AgeWell West Roxbury: Memory Cafes, community events, advocacy

Senior Center Pilot: 2 days per week, exercise, technology training, meals

Evidence Based Courses: My Life My Health, Matter of Balance, Tai Chi, among others

JP@Home: Membership-based Program for middle income older adults who reside in Jamaica Plain, Roslindale, West Roxbury, Hyde Park, Mission Hill, Roxbury, and Brookline and want to age in place

AgeWell Equality: Systems change initiative designed to promote the LGBTQ+ friendliness of aging services through improved access and utilization

SHINE: Assistance for people with Medicare planning, MassHealth for One Care members, some general MassHealth application assistance

Elder Mental Health Services: Assessments and initial counseling





The Chief Executive Officer (CEO) for the corporation is responsible for providing vision, leadership and direction for all programs, services and activities of the organization. The CEO manages the Executive Team and, indirectly, the Agency workforce. The CEO develops strategies and policies to effectively manage agency financial resources, programs and services, and internal and external relations.

Reporting to the 14-member Board of Directors and working with a passionate and committed staff of approximately 195 individuals, the CEO of Ethos is responsible for the overall leadership and management of a \$56 million annual operating budget, including strategic direction, finances, fundraising, programs, staff, and external relations with funders, community partners, visitors, government officials, and others.

CANDIDATE PROFILE

The successful candidate will demonstrate the ability to articulate a compelling vision and keep people focused during challenging times as well as invite new partners into the mission. The candidate we seek will have a track record of data driven, evidence-based outcomes, and possess the highest level of oral, written and interpersonal communication skills to effectively work with a broad range of individuals and organizations, including Board members, families, funders, professional colleagues, public officials, community partners, and the media. The following skills are required:

Proven Leadership and Management Skills: The next leader will be one who recognizes and values the wealth of experience held by the staff. The individual will have the temperament and skills to continue fostering the development of talented staff, as well as a demonstrated ability to bring passion, vision, direction, business discipline and inspiration into the agency. The successful candidate will be a relationship builder and will be skilled at guiding the team towards shared success and positive client experiences. Having the humility to delegate is important, as is the ability to listen and lead with respect and consistency. The next CEO will have demonstrated strong experience and ability in setting goals, implementing a strategic plan, and openly sharing issues and opportunities with a board of directors.

Relationship Building and Donor Engagement Capacity: A compelling presence and excellent speaking and communication skills are a must, as is a proven history of building strategic, sustainable programmatic relationships with community and funding partners. Candidates must be prepared to serve as a true ambassador and key external representative for Ethos and to build support for the mission through collaboration, advocacy and leadership. The successful candidate will be viewed broadly as a leader among leaders, with proven fundraising skills (especially with large individual donors, foundations and the business community).

Business Acumen: A big picture thinker and ambitious leader, the next CEO will also possess strong business acumen to oversee all aspects of the business operation, including but not limited to human capital, fiscal solvency, and the ability to manage multiple projects simultaneously. They will have demonstrated expertise in finance and financial oversight and will be comfortable with technology and management information systems. This person must be organized, goal-oriented and decisive.

CANDIDATE PROFILE

Knowledge and Experience with Diverse Populations: Candidates should have experience working in racially and ethnically diverse communities and with individuals and families from socioeconomically disadvantaged backgrounds.

Experience in the planning, execution and evaluation of human services delivery systems, preferably for the elderly or disabled is preferred. Although deep expertise in Elder Care services is not required, a willingness and inclination to learn will be needed both for program effectiveness and for identifying and securing funding sources.

Significant experience in the administration and management of a large social services agency, preferably a nonprofit, is required. Demonstrated ability to evaluate, interpret and understand complex regulations, standards and procedures.

An advanced degree in Social Work, Public Health, Gerontology, Nursing or other fields in Human Services. Note: Experience may be substituted for the advanced degree.

Experience in working with City, State and Federal governmental programs and familiarity with their structures, relationships, and operational procedures.



EEO STATEMENT

Ethos is fully committed to Equal Employment Opportunity and to attracting, retaining, developing and promoting the most qualified employees without regard to their race, gender, color, religion, sexual orientation, national origin, age, physical or mental disability, citizenship status, veteran status, or any other characteristic prohibited by federal, state or local law. We are dedicated to providing a work environment free from discrimination and harassment, and where employees are treated with respect and dignity.

EO/AA/VEV/Disabled Employer

Ethos Affirms and Supports Diversity



Ethos offers a competitive salary and benefits package.

The salary range for this position annually is between \$190,000 - \$220,000 and will be commensurate with experience.

The comprehensive benefits package includes health and dental insurance beginning the first of the month following hire, vision insurance, life insurance, short-term and long-term disability insurance, and Long-Term Care insurance. Ethos offers a 403(b)-retirement plan, pre-tax deductions (medical, dependent care and transportation), and a robust employee assistance program (EAP). Ethos observes 14 paid holidays each year (plus your birthday off!) and offers generous paid time off.

How to apply

For best consideration, please submit a current resume and letter of introduction, by 12/10/2024, to Kittleman & Associates, LLC.

→ **[SUBMIT YOUR APPLICATION TO KITTLEMAN ONLINE \(https://bit.ly/ceoethos\)](https://bit.ly/ceoethos)**
(CLICK THE APPLY BUTTON AT THE BOTTOM OF THE PAGE)

For more information about Ethos, visit <https://www.ethocare.org/>.

