



Linke Resources, LLC

Linking talent, strategy and solutions

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On behalf of our client, Resources for Human Development,

Linke Resources is conducting a search for their

Chief Information Officer



Celebrating
Est. 1970
50
Years
& Counting

About Resources for Human Development (RHD)

Resources for Human Development is a national human services nonprofit with the broadest possible service mission, and specializes in creating innovative, quality services that support people of all abilities wherever the needs exist. Founded in 1970, RHD supports more than 160 human service programs across the country, serving tens of thousands of people every year with caring and effective programs addressing intellectual and developmental disabilities, behavioral health, homelessness, addiction recovery, and more.

RHD's mission is to provide caring, effective, and innovative services that empower people of all abilities as they work to achieve the highest level of independence possible and build better lives for themselves, their families, and their communities. From providing residential services for individuals with intellectual and developmental disabilities, people with mental health challenges, people in addiction recovery and people experiencing homelessness to job training, assisted transportation, and crisis intervention, RHD provides individualized, quality assistance to person-centered, trauma-informed programs across the country.

RHD prides itself on its history of innovation, not only in the services offered, but also in their management approach rooted in RHD's values. RHD is committed to the fundamental value of dignity and respect for all human beings, to the empowerment of our consumers and staff, and to the flexibility to meet the changing needs of all partners and those served.

RHD was founded in 1970 as an organization that would actively advocate for social change.

Every program upholds RHD's values and legacy of excellence in service delivery by treating people with respect and dignity, and by tailoring services to best meet the needs of the people supported, no matter their challenge.

RHD operates 135 programs in 13 states. Programs fall into three broad service categories: Behavioral Health and Housing (BHH), Intellectual and Developmental Disabilities (IDD), and Healthcare. They all specialize in helping individuals and families with complex needs, including mental illness, developmental disabilities, chronic homelessness, substance abuse, post-traumatic stress, abuse, and other conditions. Diverse services include housing, education, community development, job training, career counseling,

"In its long and rich history, RHD has founded and supported a diverse array of programs that meet different needs in different places. But in every RHD program we work together to uphold the RHD values and RHD legacy of excellence in service delivery by treating people with respect and dignity, and by tailoring services to best meet the needs of the people we serve."

Marco Giordano, RHD CEO

social services, recovery, outsider art, and returning citizens. RHD also operates a nationally recognized network of nurse managed, community health centers, the Family Practice & Counseling Network.

Each year, RHD provides essential day and residential services to more than 50,000 children and adults, while RHD's community health centers provide care to more than 22,000 patients.

Position Summary

The CIO leads the organization in planning and implementing enterprise technology systems to support the mission and vision of RHD nationally. This individual has responsibility for strategic planning, operational planning, security, compliance, and overall administration of enterprise information support systems. The CIO will lead a system of complex technology resources, a diverse team, and developing partnerships across the organization to enhance programmatic and administrative information systems. Additionally, this position is responsible for the corporate administrative support team and national procurement team.

The CIO is also responsible for the activities related to the availability, integrity, and confidentiality of consumer, customer, employee, funder, and business information in compliance with applicable laws and the organization's information security policies. The CIO is responsible for establishing and maintaining a corporate-wide information security management program to ensure information technology assets are protected. In addition, this individual will partner with risk management, legal, compliance, and executive leadership to manage organizational risk associated with information systems technology.

Essential Duties and Functions

- Promote and support a working environment consistent with the culture of RHD and RHD values.
- Develop, lead, and support an integrated team responsible for managing the core technology infrastructure, including wireless, wired, data center, disaster recovery, cloud environment, information technology security, applications, and related project management.
- In partnership with leadership from Business Technology & Support (BT&S), Shared Services, Service Lines, and Programs inform, develop, and implement Information Technology Initiatives, based on market trends, changes to service delivery models, and other organizational needs, as part of the strategic and operational plans for RHD.
- Develop and communicate a 1 year, 3 year, and 5 year Technology Operational Plan for the organization, including KPIs, specific goals, and success measures.

- Develop, manage, and oversee the operating, personnel, and capital budgets for all BT&S cost centers.
- Provide direction and leadership in the acquisition, application, and use of technology across the organization through a governance structure that aligns technology initiatives with business priorities while balancing resource constraints (human and fiscal) to optimize technology investments.
- Partner with operational leadership on the ongoing maintenance and validation of a Business Continuity Plan.
- Provide leadership, direction, and support ensuring the BT&S Team provides excellent customer service and satisfies the technology and support requirements and needs of our staff, service lines, departments, and programs.
- Ensure that enterprise information systems operate according to internal standards, external accrediting agency standards, and legal requirements.
- Maintain and monitor a strategic, comprehensive enterprise information security and information technology risk management program; including a security management and reporting framework.
- Partner with risk management, legal, compliance, and executive leadership, to determine the acceptable level of organizational informational technology risk.
- Provide leadership, guidance, and support towards achieving the goals of the organization's procurement process and related initiatives.
- Provide leadership, direction, and support ensuring the Administrative Corporate Support Team provides excellent customer service and satisfies the support requirements and needs of our staff, service lines, departments, and programs.
- Provide leadership, direction, and support ensuring effective project management for identified operational and strategic initiatives.



Education, and Experience Qualifications

- Bachelor's Degree in Information Systems, Engineering or related area from an accredited institution is required.
- Master's Degree is preferred.

- Minimum of 15 years demonstrated experience with IT systems and IT management at a senior level, including executive level, with a sequence of increasing responsibilities in large and diverse business settings. Experience and/or familiarity with the health care industry.
- A track record of successful large project implementations.
- Demonstrated ability to deliver technology solutions that align to business needs in collaboration with leadership across the organization.
- Demonstrated technical foundation including, but not limited to: SaaS implementations, Cybersecurity, Data Management and Business Analytics, Network Infrastructure, and Cloud Computing.
- Excellent communication skills (written and oral) with the ability to engage and work collaboratively with diverse groups of people.
- Excellent listening, relationship building, collaboration, and conflict management skills.
- Demonstrated skills in organizational leadership and management with the ability to coach and develop staff, create, and lead high-performance teams, set, and achieve strategic objectives, and manage to financial and high-quality service-delivery objectives.
- Demonstrated project management skills.
- Demonstrated ability to translate technology for non-technical individuals.
- Demonstrated success as a customer driven leader, understanding and meeting the needs of administrative, programmatic, and operational customers.
- Experience working with Executive Leadership and Board of Directors.

Desired Competencies and Attributes

- Passionate belief in the mission of Resources for Human Development and their core values.
- Ability to represent Resources for Human Development in an enthusiastic, engaging, and professional manner.
- Excellent communication, influencing and relationship-building skills.
- Highly developed team working skills; commitment to working collaboratively across departmental boundaries to achieve goals and build cohesiveness, while valuing individual perspectives and contributions.
- Experience in designing and building and operationalizing effective growth strategies.
- Data driven while promoting a culture of accountability.
- Highly strategic with strong execution skills.
- Drive for achievement; set clear, challenging goals and expectations that are aligned with organizational objectives.
- Commitment to embrace and advance Diversity, Equity, and Inclusion Initiatives.



Salary will be commensurate with experience. Resources for Human Development offers a comprehensive benefits package and a collaborative work environment focused on supporting their mission, vision, and values.

Diversity, Equity, and Inclusion Statement

RHD is committed to cultivating not only the diversity of leadership and staff, but also an inclusive culture that is vibrant, engaging and encouraging of innovation as well as intellectual debate. RHD believes creating and maintaining an inclusive workplace allows employees from all backgrounds and walks of life to achieve their fullest potential. An inclusive culture is one that accepts, values, and views as strength, the difference that all bring to the workplace.

RHD employees and programs in the City of Philadelphia are required to follow the COVID vaccine mandate. Revised PDPH guidance allows for new hires to be partially vaccinated at the time of hire. This means they have received at least one shot in a two-dose series or a single dose in a one-dose series before beginning in-person shifts. The final dose must be received within 4 weeks of hire (start date). This currently does not include boosters.

Resources for Human Development is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, gender, gender identity, sexual orientation, national origin, genetic information, veteran, or disability status.

For additional information, contact Dr. George P. Linke, Jr., at gplj@linkeresources.com or apply online at <http://www.linkeresources.com/jobs/>

Resources for Human Development is an Equal Opportunity Employer (EOE)