

Branch Services Chief Executive Officer

The Board seeks an entrepreneurial, operationally rigorous leader with heart to continue building and sustaining an organization that's transforming how support services are delivered, giving participants more individualized choice and authentic community inclusion.

The CEO will strengthen Branch Services' people, operations and financial foundation while advancing a first-of-its-kind Self-Determination Program (SDP)-based model that provides individualized, comprehensive support.

Located in Portola Valley, midway between San Francisco and San Jose, [Branch Services](#) supports adults with intellectual and developmental disabilities and autism, through residential and community-based services. Branch currently supports 20 individuals, with capacity for up to 24, living in their own apartments across two community-integrated housing models: a clustered apartment community and an independent apartment community. Approximately 20 additional community participants join Branch activities throughout the week. The organization employs 49 people (35 full-time and 14 part-time).

Branch is distinguished by a service-delivery model funded primarily through California's Self-Determination Program (SDP). SDP puts individual choice at the center of decision making and enables Branch to assemble flexible, personalized supports rather than rely on a traditional vendorized program. Branch offers a broad range of person-centered supports that promote community living, community participation, employment, health and wellness, independent living skills, lifelong learning, self-advocacy and creative expression based upon each participant's plans. This coordinated approach can reduce the administrative burden on participants and families by minimizing the need to navigate multiple service providers.

That flexibility also creates a more complex operating model. The next CEO will champion, strengthen and evolve it - building the systems, talent and financial resilience required to make the model durable and sustainable while preserving the individualized quality that distinguishes Branch.

Branch Services is staff-led and board-governed, with participants, families and community partners serving as valued advisors and collaborators.

- Day-to-day management is led by the CEO, with 49 employees reporting directly or indirectly. The Executive Team is responsible for the organization's financial health, administrative and operational functions, programs and partnerships. The CEO hires and manages staff and serves as the central point of accountability and external representation for Branch Services.
- Governance is led by the Board Chair and the Board of Directors, currently seven members. The Board oversees the CEO, provides governance and financial oversight, and contributes time, expertise and financial support to the organization.
- Advisory support is provided by participants, parents and families, and community partners.

The operating budget for fiscal year 2026/27 is approximately \$5.3 million. Funding comes primarily through participant-directed SDP budgets authorized by Regional Centers with services funded through the California's Medicaid Home and Community-Based Services (HCBS) waiver. This is supplemented by privately paid program revenue and fundraising.

RESPONSIBILITIES

The CEO reports to the Board of Directors and is responsible for leading a financially sustainable, high-performing nonprofit that delivers exceptional, person-centered services. The role requires both near-term operational hardening and the people, mission and operating leadership to guide Branch through its next stage of development.

MANAGEMENT

- The CEO sets priorities and makes day-to-day management decisions, ensuring that administrative and operational functions are professionally organized and that high-quality programs and services are delivered. Early priorities include strengthening financial controls, workflows, systems and operating reserves. Longer-term success will depend on building out a strong leadership team and a scalable operating model without compromising Branch's mission or service quality.
- Working with the Board and staff leadership, the CEO develops and executes a long-term strategic plan aligned with Branch's mission of self-determination and quality of life for the people it supports.
- Explore opportunities to extend Branch's impact through new programs, partnerships, properties and populations served without prescribing a single path for growth.
- Create an organizational climate that attracts, retains and motivates a diverse, high-quality staff; build out a leadership bench and a culture of accountability, learning, collaboration and continuous improvement.
- Strengthen the Branch business model so it can be sustained, shared, and replicated in other communities.

FINANCIAL STRENGTH, OVERSIGHT AND RISK MANAGEMENT

- Optimize sustainable revenue from participant-directed, earned and contributed sources; establish strong relationships with Regional Centers, Department of Developmental Services (DDS), and other funding partners, including Independent Facilitators (IFs) and Financial Management Service (FMS) providers; and understand the operational and reimbursement implications of an SDP-based model.
- Maintain fiscal integrity within the approved budget, including monitoring revenue and cash flow, controlling expenditures, managing operating reserves, providing financial forecasts, and delivering accurate, comprehensive and timely financial reports.
- Lead fundraising in collaboration with the Board and its Development Committee; cultivate relationships with donors and funders; and personally participate in major-gift, institutional and planned-giving efforts that support Branch's mission and future growth.
- Monitor and ensure organizational compliance with Branch Services policies, HR policies and applicable law, and all regulatory requirements, including the CA DDS, Regional and FMS providers, the IRS, and other federal and state regulations.

HUMAN RESOURCES

- Build and sustain an HR infrastructure and leadership culture that supports high performance, respectful relationships and mission alignment. Develop leaders who can translate Branch's values into warm and consistent operational practice.
- Oversee recruiting, onboarding, retention, compensation, training, professional development and performance management. Hire and develop staff who champion

participant choice and dignity, practice authentic inclusion, balance operational rigor with warmth, and treat families as partners.

PROGRAM DEVELOPMENT AND DELIVERY

- Maintain the quality, effectiveness, fiscal sustainability and responsiveness of Branch's programs and services. Foster an innovative, compassionate and professional service culture centered on individual choice, authentic community inclusion and measurable participant outcomes.
- Oversee the development, implementation and evaluation of person-centered programs that supports independence and self-determination, aligns with IPP goals, and respond to emerging community needs and service gaps.
- Ensure systems are in place to address the safety, health, and wellness of persons served, including behavior, nutrition, and medical supports.
- Align programming systems with risk management policies and ensure the rights and privacy of all persons served are protected.

FACILITIES & INFORMATION TECHNOLOGY

- Directly oversee property management clients, along with vehicles and other physical infrastructure. Ensure that facilities are well maintained, functional, safe and compliant; establish preventive-maintenance schedules; train staff and participants on safety protocols; and maintain disciplined procedures for selecting vendors, managing contracted work and making purchases.
- Oversee all IT functions, including systems and procedures that support accurate, efficient administration and operations. Ensure staff follow clear protocols for recording and sharing participant information; protect privacy; and safeguard, secure and back up technology infrastructure.

PARTNERSHIPS, COMMUNITY RELATIONS & COMMUNICATIONS

- Serve as the public face of the organization, representing Branch Services and its mission to participants and families, the public, government agencies, local and state forums, employers, partners and the broader community through activities, events, conferences and meetings.
- Conduct public speaking and community outreach to build funding and other forms of support; expand public understanding of Branch's work; ensure that its mission and values are communicated clearly; and serve as an empathetic, knowledgeable advocate for the quality of life, rights and self-determination of adults with disabilities.

BOARD GOVERNANCE & RELATIONS

- Provide regular, candid updates to the Board on the state of the organization and more frequent communication when circumstances warrant. Seek Board input on important fiscal and strategic decisions; ensure compliance with governance policies; and proactively inform the Board of opportunities, risks and emerging issues.
- Help recruit new Board members whose talents, experience, commitment and interests align with Branch's needs and mission; recommend and implement Board policies as needed; and, with the Board Chair and Executive Committee, coordinate the work of regular and ad hoc committees.

QUALIFICATIONS & CHARACTERISTICS

The successful candidate will bring senior-level management and operational experience, along with the judgment and character to lead a distinctive, evolving service model:

- Experience leading an IDD, disability, elder-care or other high-touch service organization is preferred; a deep commitment to inclusion, self-determination and community integration is required. Experience with disability-services regulators, Regional Centers, Medicaid and participant-directed funding streams is strongly preferred.
- Demonstrated experience leading a multimillion-dollar budget with full P&L responsibility and sufficient financial fluency to oversee budgeting, cash flow, forecasting, reserves and reporting; able to translate financial data into sound decisions and clear Board communication.
- Proven ability to lead an organization of comparable scale including hiring, developing and retaining a high-performing team and building strong management systems.
- A people-centered team builder who sets high standards, empowers leaders, creates accountability and can recruit, motivate and retain a diverse staff.
- Experience strengthening and scaling an organization while safeguarding service quality and aligning the talent, technology, facilities, financial systems and fundraising support needed for responsible growth.
- An entrepreneurial, grounded leader who is energized by building and evolving a nontraditional service-delivery model rather than simply applying an established playbook; able to pair ambition and creativity with disciplined execution.
- A track record of attracting financial support from individuals, government sources, foundations and businesses.
- Solid understanding of nonprofit governance structures and experience working effectively with a Board of Directors.
- Exceptional communication and relationship-building skills; able to build trust among participants, families, staff and the Board and represent Branch credibly to funders, government agencies, partners and the public.
- A grounded visionary and fierce advocate for choice, dignity and authentic community inclusion who uses data and firsthand understanding to shape sustainable programs, balances rigor with warmth, and views families as partners.
- Straightforward, transparent and respectful; listens carefully, shares information easily, navigates differences constructively and earns trust.
- An individual possessing a sense of humor, able to maintain balance and perspective.

COMPENSATION

The salary range for this position is \$225,000 - \$325,000 based on experience.

For more information please contact:

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