



EXECUTIVE DIRECTOR

THE ORGANIZATION

For the past 55 years Walk-In Counseling Center has provided free mental health counseling to help thousands of people address issues of depression, anxiety, chemical abuse/dependency, trauma, domestic violence and a variety of other emotional and interpersonal concerns.

Walk-In's mission is to serve unmet needs for accessible mental health counseling services in our community. It helps people stabilize during a time of crisis and resolve problems before they become severe. Walk-In provides free, anonymous, easily accessible services, by professional volunteers who share the values of dignity, compassion, equity and inclusion.

More than 100 people volunteer at Walk-In each year: most are mental health clinical volunteers (or graduate students) doing the counseling or team consultation; a few, who act as receptionists, are undergraduate students getting ready for careers in the field and/or community members who want to give their energy to this organization.

The estimated value of Walk-In's volunteer clinic services is more than \$30 million over the past 55 years. In 2024 alone, Walk-In served nearly 1,700 individuals and provided 4,000 formal—and free— counseling sessions.

Confidentiality is Walk-In's hallmark and applies to all of its activities including those of its volunteers.

THE ROLE

The Executive Director is charged with delivering on the mission and growth goals of the organization in a fiscally sound manner. This individual is fully responsible for all operations of the organization, including providing day-to-day direction to the organization, as well as developing and executing its short- and long-range strategies and plans.

In addition to the effective and financially prudent day-to-day operation of Walk-In, the Executive Director is the primary public face of the organization and must interact effectively with many constituencies. This individual must be a pro-active and dynamic representative of Walk-In. As such, the Executive Director must also have a deep passion for the well-being of others, an understanding of mental health counseling, and an abiding commitment to confidentiality that lies at the core of the Walk-In mission.

With its history of excellence, confidentiality, and humility in serving the community, Walk-In is poised for a continued evolution in how it provides mental health counseling.

THE IDEAL CANDIDATE

Driven Leader. Walk-In's next Executive Director is a servant leader who expects and encourages Walk-In's volunteers, paid staff, and stakeholders to lead in their areas of specialty. Moreover, while themselves intelligent and an astute learner, this person must be willing to listen to and rely on the expertise and advice of internal and external stakeholders. The Executive Director will bring a track record of high standards, accountability, and unimpeachable integrity. This person must be a discerning, deliberate decision maker that always works to safeguard and build Walk-In's reputation and future.

Excellent Communicator. Walk-In has thrived in part due to a culture of clear, honest communication and its next leader will bring the same approach. In addition to being an excellent communicator themselves, Walk-In's next leader will be as comfortable speaking in a classroom as they are communicating one-on-one. A strong public presence and enthusiasm for making the case for Walk-In and its mental health services is required.

Stakeholder-Focused. The next Executive Director will bring a demonstrated orientation to customer service. Walk-In employees and volunteers have a deep passion for what they do. The next leader must model, maintain, and further develop our stakeholder and client-first mentality. Ideally, the next Executive Director will be deeply networked in the Twin Cities' social service community or have demonstrated the proven ability to quickly become so embedded.

Leadership Without Authority. The Executive Director must possess the people skills and versatility to effectively build relationships across a broad spectrum of organizations and personalities. The ability to build and maintain strong relationships of trust and confidence is critically important. Similarly, a team-oriented approach to problem solving and decision-making is required.

Commitment To Continuous Improvement. The next Executive Director must have the ability to work with a volunteer board to create a vision and the drive to achieve results and to do so in a fiscally sound manner. In addition, they bring a commitment to continuous improvement and the ability to translate vision into results in a timely manner. In style, this person must be a creative problem solver with a visionary spirit as well as a sense of urgency to achieve results.

Hands-On. Walk-In is, by choice, a very lean organization with a small staff. As a result, the ideal candidate must balance the need to delegate work when appropriate with being a truly hands-on leader and motivator committed to fostering a positive and forward-thinking environment. Success in this role will require moving the organization ahead while preserving those cultural qualities from which the organization has derived its success. This person will have the confidence to recognize and respect the inherent strengths of Walk-In while contributing a fresh perspective to the organization.

Credentialed. Under Walks-In's current model, the executive director provides supervision to some of the social work students that do their field practicum at Walk-In. As such the ideal candidate will be a Licensed Independent Social Worker or a Licensed Independent Clinical Social Worker.

COMPENSATION

The targeted salary range for this role is \$110,000-140,000 depending on qualifications. The salary may be adjusted beyond that range in an offer commensurate with an exceptional candidate's experience. Walk-In's benefits include vacation and sick leave as well as a stipend for health insurance.

HOW TO APPLY

Walk-In has retained Orion Search Group to help conduct the search for its next Executive Director. For more information about the opportunity, please contact Joel Bergstrom with Orion Search Group at (952) 345-1006 or joelb@orionsearchgroup.com. While there is no application deadline, Walk-In intends to have its new Executive Director start in the role by June 1.