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Keystone COMMUNITY SERVICES

Keystone Community Services
Vice President of Programs & Impact

POSITION PROFILE OVERVIEW · 2026–2027

THE OPPORTUNITY

Lead Keystone's programs as one portfolio. kpCompanies is honored to partner with Keystone Community Services to identify its next Vice President of Programs & Impact: a strategic, mission-driven leader who will connect four distinct service areas, strengthen operational performance, and build the systems and accountability needed to sustain measurable community impact.

Reporting to the President/CEO and serving on the Senior Leadership team, the Vice President leads Keystone's four Program Directors and sets the systems for program evaluation, performance measurement, and compliant, billable case management. Alongside senior leadership, the Vice President also helps shape Keystone's strategy, its funding, and the story it tells about its impact.

The role comes at a meaningful point of transition. With established programs, experienced leaders, and opportunities to strengthen operational performance, Keystone is seeking a leader who brings deep expertise, operates independently, and builds alignment and accountability across the portfolio.

Salary: **$105,000–$115,000**, plus a full benefits package that includes 403(b) matching and 12 paid holidays
Saint Paul, Minnesota · full-time, on-site · reports to the President/CEO

THE ROLE

The Vice President provides strategic oversight and execution across Keystone's programs, leading the design, implementation, and scaling of programming that delivers measurable impact. The Vice President will:

- Set strategy for an integrated portfolio of programs and, with the President/CEO and Program Directors, translate it into program priorities, performance goals, and implementation plans
- Establish organization-wide systems for program evaluation, performance measurement, and continuous quality improvement, using program data to identify trends, risks, and opportunities
- Strengthen case management operations by improving billing performance, expanding service capacity, and ensuring regulatory compliance, accurate documentation, and sustainable revenue generation
- Guide operational improvements within Basic Needs, strengthening staffing structures, service delivery, and workflows to support growing community demand and long-term sustainability
- Lead and develop the Directors of Basic Needs, Senior Services, Youth Services, and Case Management, strengthening infrastructure, processes, and staffing models for greater efficiency across the portfolio
- Provide strategic oversight of annual program budgets, and help set direction for foundation, contract, and public funding strategies
- Oversee the Express Bike Shop, Keystone's youth social enterprise, including internal controls, youth outcomes, and mission-aligned revenue growth
- Bring community voice into program design, partner with the Vice President of Advancement on impact stories, and ensure an inclusive volunteer experience

WHAT SUCCESS LOOKS LIKE

The first priorities, in order: strengthen case management billing performance, capacity, and compliance; establish reliable program measurement and evaluation systems; strengthen Program Director alignment and accountability; advance the three-year portfolio strategy; and deepen strategic partnerships.

Within 12 to 18 months, Keystone's programs operate with clear performance expectations, reliable impact data, stronger internal systems, and sustainable service delivery. Case management demonstrates improved billing performance and capacity, Basic Needs operates with greater efficiency, and Program Directors lead with increased accountability and independence.

THE LEADER WE'RE LOOKING FOR

The strongest candidates will demonstrate a combination of:

- **Program portfolio leadership** — has led multiple distinct human services program areas as one portfolio, leading through Program Directors
- **Strategic vision & execution** — sets clear priorities and turns strategy into goals, plans, and measurable results
- **Impact measurement & evaluation** — builds the systems that measure impact, and uses program data to improve practice
- **Case management & compliance** — improves billing performance and service capacity, with sound regulatory compliance and sustainable revenue
- **Team leadership & development** — strengthens an established team and its culture, builds trust, leads through others, and establishes clear accountability
- **Operational rigor** — improves staffing structures, workflows, and accountability so services run efficiently and sustainably
- **A trusted connector** — earns trust across every program and builds lasting relationships with funders, agencies, community partners, and the people Keystone serves

EXPERIENCE & QUALIFICATIONS

Competitive candidates will bring:

- At least seven years in a senior leadership role in a nonprofit, healthcare, or human services setting
- Experience overseeing a multi-program human or social services organization, with responsibility for strategic planning, operations, staffing, compliance, and performance
- Case management program oversight, including compliance, documentation, and billable revenue, while delivering strong results for participants
- A proven ability to manage complex program portfolios, aligning multiple services, funding streams, and regulatory requirements
- Strong strategic, financial, and analytical skills, with the ability to translate data into actionable insights
- Excellent communication and relationship-building skills with funders, government agencies, and community partners
- **Preferred:** an MSW or LISW licensure (highly preferred); fluency in another language, such as Spanish, Hmong, Karen, or Somali; and experience partnering with a Board of Directors on strategic planning

ABOUT KEYSTONE COMMUNITY SERVICES

Keystone Community Services strengthens the capacity of individuals and families to improve their quality of life. Based in Saint Paul, Keystone provides food and basic needs support through its Community Food Center, Foodmobile, food rescue, and resource navigation; helps seniors live well in their community through Meals on Wheels, Linkages, Active Seniors, and case management; and offers young people tutoring, youth employment, the Teen Tech Center, Career Pathways, and the Express Bike Shop.

HOW TO EXPRESS INTEREST

Search partner: kpCompanies

Contact: Toni Carter, Sr. Executive Search Consultant
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Application link: kpcompanies.com/careers

Keystone Community Services is an equal opportunity and affirmative action employer. Keystone and kpCompanies welcome candidates whose backgrounds, experiences, and perspectives strengthen the mission.