

Organization, Position Description and Personal Profile  
for  
the position  
of  
Chief Executive Officer (CEO)



American Association of Poison Control Centers

Search conducted by Pangburn International LLC

October 2019

**THE ORGANIZATION:** *American Association of Poison Control Centers (AAPCC)*  
[www.aapcc.org](http://www.aapcc.org)

**POSITION TITLE:** Chief Executive Officer / CEO

**REPORTING TO:** AAPCC Board of Directors

**LOCATION:** Arlington, VA (Metropolitan Washington, DC area)

The American Association of Poison Control Centers (AAPCC) supports the nation's 55 poison center members in their efforts to treat and prevent drug, consumer product, environmental and food poisoning. Members staff the National Poison Help hotline at 1-800-222-1222 that provides free, confidential, expert medical advice 24 hours a day, seven days a week, 365 days a year from toxicology specialists, including nurses, pharmacists, physicians and poison information providers. In addition, AAPCC maintains the only poison information and surveillance database in the United States, providing near real-time monitoring of unusual poisoning patterns, chemical exposures and other emerging public health hazards. AAPCC partners with federal agencies such as HRSA, the FDA and the CDC, as well as private industry.

AAPCC is dedicated to actively advancing the health care role and public health mission of their members through information, advocacy, education and research.

### **ORGANIZATION AT A GLANCE:**

- Represents 55 U.S. poison centers across the country with a staff of 12 and an annual budget of approximately \$4 million.
- The revenue streams are derived from membership dues and the sale of data collected by the centers to government agencies and industry.
- Partners with other organizations and federal agencies to promote poison center services.
- Provides accreditation of U.S. poison centers.
- Provides continuing education for poison center staff.
- Certifies poison center personnel.
- Owns and maintains the National Poison Data System (NPDS).

- Provides toxic surveillance in collaboration with federal agencies, provides annual reports on poison statistics, and provides custom reports from NPDS data.
- Complements efforts of poison centers in educational outreach.
- Provides the media, national organizations, and federal agencies access to an extensive network of toxicologists, specializing in a variety of subject matter.
- Co-hosts the North American Congress of Clinical Toxicology, the leading international event on toxicological matters.
- Conduct federal advocacy on Capitol Hill and in federal agencies on matters pertaining to poison control.

## **ABOUT POISON CENTERS:**

There are 55 poison centers in the United States. Each provides free, 24-hour professional advice to anyone in the 50 states, Puerto Rico, the Federated States of Micronesia, American Samoa, the U.S. Virgin Islands and Guam. Poison centers provide poison expertise and treatment advice by phone. All poison centers can be reached by calling the same telephone number: 1-800-222-1222. Poison centers are staffed by pharmacists, physicians, nurses and poison information providers who are toxicology specialists. Collectively they handle 2.6 million poisoning cases per year.

Annually, of all the calls to a poison center about a potential poisoning, more than 70 percent of calls are managed on-site and outside of a health care facility, meaning that the caller got the help they needed over the phone and didn't have to go to a hospital or a health care provider. This makes poison centers a key resource to safely reduce costly emergency room visits and lighten the load on an overtaxed health care system.

About 24 percent of calls come from health care facilities. Doctors and nurses frequently rely on poison centers for expert advice on poisoning cases. AAPCC also maintains an online triage tool - [www.poisonhelp.org](http://www.poisonhelp.org).

Poison centers also provide educational outreach to prevent poison emergencies and inform the public about the dangers of poisons. You can call your poison center to get information to teach others on the dangers of poison safety.

Some centers prefer the term "poison center" and others prefer "poison control center." There is no difference in the services or expertise offered from centers.

## **SELECT ACCOMPLISHMENTS:**

- Poison Center Network Act
  - Authorized \$30.1 million for poison center operations per year.

- Received FY 2019 appropriations of \$22.846 million, a \$4 million increase over the past 2 years.
- Overall AAPCC Accomplishments
  - Association finances and reserves are healthy.
  - Significant NPDS upgrades have been completed.
  - Large contracts with CDC and FDA are ongoing.
  - Call volume to poison centers across the country is rising.

## **SCOPE AND RESPONSIBILITIES:**

The CEO reports to the AAPCC Board of Directors and has strategic and overall operational responsibility for AAPCC's financial affairs, staff, programs, and execution of its mission and business plan. She/he will ensure that AAPCC's fiscal, operations, marketing and communications, human resources, technology, and program strategies are effectively implemented across all segments of the organization.

### ***Strategic & Programmatic Leadership:***

- Provide leadership in developing program, organizational and financial plans with the Board of Directors and staff.
- Work closely with the Board to ensure that the organization has a long-range strategy that achieves its mission and toward which it makes consistent and timely progress.
- Maintain effective relationships with a variety of internal and external organizations including but not limited to federal and state and non-federal and non-state agencies, and other associations and organizations that are important to AAPCC in achieving its goals and objectives.
- Carry out plans and policies authorized by the Board.

### ***Revenue Generation and Development:***

- Ensure proper financial management, oversight and reporting for all government and other contracts.
- Ensure that all funds are responsibly and prudently allocated to reflect the needs of the organization.
- Oversee a team of data sales professionals who are motivated to renew and expand the number of customers and increase annual revenue each year.
- Lead all national marketing, branding, and business development strategies from a one voice perspective vs. 55 individual voices.

- Work with the staff, the Finance Committee and the Board in preparing a budget assuring the organization operates within the budget guidelines.

***Personnel Management:***

- Responsible for the recruitment, onboarding, training, compensation, management and supervision of all staff and consultants while being consistent with AAPCC employment policies and all applicable statutes and regulations.
- Ensure that job descriptions are clearly defined and developed, that regular performance evaluations are held, and that sound human resource practices are in place.
- Foster a culture that encourages full contribution, engagement and development of staff.
- Maintain a climate that attracts, motivates and retains a diverse staff of top-quality employees.

***Board and External Relations:***

- Develop and maintain positive and effective relations with the Board president, Executive Committee, and other members of the Board of Directors.
- Ensure that the Board of Directors is kept fully informed of the conditions and operations of AAPCC.
- Serve as lead liaison between the Board and the staff.
- Establish sound working relationships and cooperative arrangements with the association's wide range of stakeholders.

***Administrative Management:***

- Oversee all general administrative needs and relationships to include physical office facilities, insurance providers, and benefit providers.
- Ensure the maintenance of official records and documents and ensure compliance with federal, state and local regulations.

**PROFESSIONAL EXPERIENCE REQUIRED:**

The successful candidate should ideally possess a majority of the following core qualifications and professional experiences:

- First-hand knowledge of, and a proven track record with, successful federal government contracting and award renewal.
- Senior leadership experience in nonprofit, association, government or private sector management in terms of financial and administrative oversight.

- Experience working with, and supporting, a volunteer Board of Directors while helping them to prioritize objectives in terms of mission attainment and resource allocation.
- As appropriate and necessary, the candidate should be comfortable and effective serving as a spokesperson of a national association.
- A proven track record of building, managing and leading effective teams with the ability to attract, retain, grow and inspire a small but impactful central office.

## **ADDITIONAL PROFESSIONAL EXPERIENCE HELPFUL:**

- Experience in public relations campaigns - with a focus on educating the general public on a cause or service.
- Experience with data driven products and solutions with an ability to understand the value and nuances of one of the most important assets of AAPCC - in terms of both the collection process and sales of NPDS.
- Experience working within the health care industry and the consumer products industry.
- Experience working with or within state or federal governments.
- Experience working for a national membership organization that seeks value and relevancy in exchange for their membership dues.

## **PERSONAL ATTRIBUTES:**

The successful candidate should:

- Be a natural salesperson with an entrepreneur mindset in seeking out new partnerships, customers, and industry allies.
- As the public face of AAPCC, be someone with the ability to define and passionately articulate the organization's mission to diverse audiences.
- Be a confident leader with outstanding people skills.
- Embrace innovations and new technologies that will help achieve organizational goals while addressing the needs of future generations.
- Have the ability to build consensus within a wide spectrum of stakeholders to include: the Board of Directors, the member centers, the national staff, the customer base, external partners, and the public at large.
- Understand the value of each member and be driven by a commitment to customer service.
- Have outstanding written and verbal communications skills. A passionate communicator with strong interpersonal skills and ability to communicate externally and internally.

- Possess the intellect to understand the broad issues facing health care and public health.
- Value the contributions of all staff and have the ability to assemble a cohesive team.
- Above all, be a passionate believer in the mission and the potential of AAPCC.

## **EDUCATION:**

- A Bachelor's degree is required. A PharmD, RN, MD, MPH or JD degree is highly attractive.
- A degree or certification in data analytics is highly attractive.
- A CAE designation is also highly attractive.

## **SEARCH CONDUCTED BY:**

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## **TO APPLY:**

Please electronically send a cover letter addressing your specific qualifications with respect to the position description along with a chronologically organized resume to:

[\*\*office@pangburnintl.com\*\*](mailto:office@pangburnintl.com)