

DSG | Koya



North Penn Legal Services

Executive Director

Pittston, PA



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About North Penn Legal Services

North Penn Legal Services (NPLS) is a 60+ year old nonprofit organization providing civil legal aid to low-income residents throughout 20 counties in Northeast Pennsylvania. At the close of our 2024-2025 fiscal year, NPLS had a \$10M budget funded mostly by government contracts and grants (IOLTA, AJA, DHS, and LSC), 9 offices and 3 satellite locations, and a staff of 91 including 36 attorneys and 25 paralegals. The staff's goal is to provide effective and impactful representation and community partnerships to best educate and support their client-eligible population.

At the core of its mission is an unwavering determination to ensure the voice of their constituency is heard and to affect change in the lives of those NPLS serves. Services include individual representation, information and advice, community legal education, and support for those clients who take direct responsibility for handling some or all aspects of their legal problem.

Learn more about North Penn Legal Services at <https://www.nplspa.org/>.

The Opportunity

North Penn Legal Services (NPLS) seeks a visionary and mission-driven Executive Director to lead the organization through a pivotal moment of transition. Following a period of long-standing leadership, NPLS is energized by the opportunity for fresh perspective, organizational renewal, and strengthened community presence. The next Executive Director will have the platform to reintroduce the organization to funders, partners, and the communities it serves, while fostering a unified culture across a geographically diverse footprint. This is a rare opportunity to build on a strong legacy while shaping the future of an organization deeply committed to advancing access to justice for low-income communities.

The Executive Director serves as the chief executive of North Penn Legal Services (NPLS), reporting to the Board of Directors with full programmatic, fiscal, and operational authority. This leader will drive funding diversification and long-term sustainability, positioning the organization for resilience amid an evolving and uncertain funding landscape. At the same time, the Executive Director will play a central role in reinvigorating staff morale, strengthening collaboration, and investing in talent development and retention, ensuring NPLS remains a high-performing and fulfilling place to work.

NPLS is seeking a leader who can navigate complexity with clarity, honor what is working, and thoughtfully guide what comes next. This role is ideal for a leader who believes deeply in equal justice, values authentic relationships, and can balance strategic vision with thoughtful, people-centered leadership.

Key Responsibilities

- **Organizational & Operational Strategy**
 - The Executive Director will serve as the central force aligning mission, strategy, and execution across North Penn Legal Services.
 - This leader will guide the organization with a steady hand—ensuring strong, high-quality service delivery while positioning NPLS for long-term impact and sustainability.
 - The Executive Director will unite the board, staff, and clients around shared goals and long-term strategic direction and oversee civil legal aid, community education, caseload control, and diverse delivery models.
 - The Executive Director will evaluate systems, policies, and technology to ensure NPLS has the infrastructure needed to support staff effectiveness, streamline operations, and meet the demands of a complex, multi-site organization.
- **Fiscal Stewardship**
 - Working in close partnership with the Board of Directors, the Executive Director will steward the organization's financial and operational health, while also serving as its primary ambassador—building relationships with courts, bar associations, funders, and community partners.
 - The Executive Director will develop annual budgets, manage funding portfolios, and ensure sound financial performance. They will also lead resource development, grant compliance, and revenue diversification initiatives.
- **People Leadership**
 - Equally important, the Executive Director will cultivate an environment where staff feel supported, connected, and empowered to do their best work.
 - Leading across a geographically distributed organization, they will balance consistency with local responsiveness—ensuring both cohesion and flexibility in how NPLS delivers on its mission.
 - The Executive Director will manage recruitment, training, performance evaluations, and labor relations under a Collective Bargaining Agreement.
 - Recruit volunteer attorneys to bridge the gap between those who need assistance and those who receive it directly from Legal Aid.
- **External Relations**
 - This role offers the opportunity to strengthen and expand the organization's reach—enhancing pro bono engagement, deepening community partnerships, and advancing innovative approaches to meeting the evolving legal needs of low-income communities.

Candidate Profile

We recognize that there is a spectrum of lived and professional experience that will set candidates up for success in this role. While no one candidate will have every experience outlined in the position description, ideal candidates will display the following professional and personal qualities, skills, and characteristics:

Mission-Driven Commitment & Advocacy

- Demonstrate deep alignment with NPLS's mission and a genuine commitment to advancing civil legal access for low-income and historically marginalized communities.

- Bring empathy, cultural humility, and a demonstrated dedication to equity, ensuring the organization actively promotes inclusion and addresses systemic barriers facing clients.
- Possess the courage and credibility to serve as a public advocate for legal services, particularly in the context of a shifting political and policy landscape impacting clients and funding.

Strategic Leadership

- Ability to assess organizational strengths and challenges with clarity and discipline—knowing what must be addressed immediately, what should be stabilized, and what can evolve over time.
- Lead with intentionality rather than urgency for change, balancing respect for NPLS's legacy with a thoughtful approach to organizational renewal.
- A forward-looking mindset, paired with sound judgment and adaptability, will be essential to guiding the organization through transition and positioning it for long-term impact.

Fundraising & Financial Management

- Strong financial acumen and experience managing multi-source funding streams, including government grants.
- Demonstrated experience diversifying revenue and strengthening financial sustainability.
- Ability to navigate compliance requirements while maintaining operational effectiveness.

Relationship Building & Stakeholder Engagement

- Exceptional relationship builder who cultivates trust across diverse stakeholder groups, including staff, board members, funders, courts, bar associations, and community partners.
- Ability to actively engage across NPLS's geographically dispersed offices, recognizing the importance of local context while fostering a cohesive organizational identity.
- An externally oriented leader who can represent NPLS credibly, strengthen partnerships, and expand the organization's visibility and impact in the community.

Interpersonal Communication & Active Listening

- Lead through listening, transparency, and respect.
- Create an environment where staff feel heard, valued, and engaged, taking a collaborative and participatory approach to decision-making.
- Communicate clearly and consistently, respond thoughtfully to concerns, and build trust through presence, accessibility, and follow-through.

Organizational & People Leadership

- Strong commitment to staff development, retention, and wellbeing, recognizing the realities of burnout in legal services.
- Invest in building a supportive, inclusive workplace culture while strengthening organizational cohesion across multiple offices.
- Demonstrated success recruiting, developing, and retaining mission-driven talent in a competitive labor market.
- Experience navigating labor relations and fostering a respectful, transparent working environment—particularly in a unionized setting.

In addition, strong candidates will offer:

- Senior leadership experience in a nonprofit organization, legal services organization, public interest law setting, government agency, foundation, or mission-driven institution.
- Experience working with low-income communities and populations facing systemic barriers.
- Familiarity with civil legal aid, access-to-justice initiatives, public interest law, or related advocacy work.
- Juris Doctor degree and legal services experience are valued but not required; exceptional candidates from aligned mission-driven sectors will be considered.
- Experience leading in a multi-site or geographically distributed organization, with the ability to balance consistency and local autonomy.
- A commitment to diversity, equity, and inclusion in both organizational culture and service delivery.

Compensation and Benefits

The salary range for this role is \$150,000 - \$160,000 commensurate with relevant experience. NPLS offers an excellent benefits package that includes health and dental insurance, a 401(k) plan and generous paid leave and time off for holidays. Employees may qualify for and choose to elect compensation in lieu of some of these benefits. Additionally, employees may qualify for loan repayment assistance or forgiveness as NPLS is an eligible employer for several programs.

Contact

DSG | Koya has been exclusively retained for this engagement, which is being led by Molly Brennan and Amber Brown. Submit a compelling cover letter and resume by [filling out our Talent Profile](#). All inquiries are strictly confidential.

DSG | Koya is committed to providing reasonable accommodation to individuals living with disabilities. If you are a qualified individual living with a disability and need assistance expressing interest online, please email NPSIpractice@dsgo.com. If you are selected for an interview, you will receive additional information regarding how to request an accommodation for the interview process.

North Penn Legal Services, Inc. is an Affirmative Action, Equal Opportunity employer, which employs and promotes without regard to color, sex, race, religion, disability, age, national origin, sexual orientation, veteran status, or any other consideration prohibited by law. Women, people of color, people who identify as LGBTQIA+, people with disabilities, people who have experienced poverty or homelessness and people who have had prior contact with the juvenile, criminal, or child welfare systems are encouraged to apply. Preference shall be given to applicants residing in the community to be served in accordance with LSC Regulation 1616 and to qualified applicants who are current recipients of Public Assistance.

About DSG | Koya

DSG | Koya, a DSG Global company, is the nation's premier search firm dedicated to mission-driven leadership. Since its founding in 2004, DSG | Koya has had an exclusive focus on

mission-driven clients and was founded on the belief that the right leader can transform an organization and have a deep and measurable impact on our world. DSG | Koya works with nonprofits & NGOs, responsible businesses, and social enterprises in local communities and around the world.

DSG Global is consistently recognized by Forbes on its top 10 list of “America’s Best Executive Recruiting Firms” and is an industry leader in recruiting transformational leaders for a changing world. The firm is deliberately different in its approach, with best-in-class teams who have decades of experience in cultivating inclusive leaders, understanding the dimensions of diversity, and building equitable teams.

Learn more about DSG | Koya via the [firm's website](#).