

# PAMELA R. VILLARS

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**Nonprofit Professional** with multi-level achievement in program development, management, and collaborative leadership. Highly rated workshop presenter at multiple local and national conferences. Former Licensed Professional Counselor and LPC Supervisor in Texas, former Certified Professional in Learning and Performance (CPLP).

## CAREER ACCOMPLISHMENTS

- Provided strategic leadership to Esperanza Shelter during leadership transition
- Change management consultant for three enterprise-wide initiatives at American Cancer Society
- Designed and implemented End of Life Peer Support Group pilot at National Cancer Information Center; Research presented at International Psycho-Oncology Society 2010
- Designed and implemented Quitline® clinical trial in collaboration with the Beck Institute
- Designed and implemented three new housing programs from 1995 - 2003 at Project Transitions

## EXPERIENCE

### Acting Executive Director

2023-2023

*Esperanza Shelter*

- Partner with Board to provide strategic leadership and operational management during transition
- Manage leadership team and oversee 20+ employees
- Conduct and oversee grant writing and funding
- Conduct intensive staff development, mentoring, and morale recovery
- Manage funder relationships

### Principal, Organization Development, Talent Strategy

2015-2020

*Global Headquarters, American Cancer Society*

- Partner with C Suite and senior leaders to strategically plan and create successful departments and teams.
- Lead enterprise change management efforts. Design and manage change management processes for the organization, teams, and large groups to improve outcomes. One change management strategy outcome: 90% of 4600 staff completed multiple virtual trainings within three weeks.
- Conduct large group, team, and individual organization development interventions.
- Lead design of ACS and ACS CAN Leadership Institute.
- Provide general management consulting services to Global Headquarters and Field leaders.
- Develop and train internal partners in coaching, consultation, change management, and facilitation.
- Provide executive and leadership coaching.
- Train and mentor new organization development consultants.

### Senior Consultant, Organization Development, Talent Strategy

2010-2015

*Corporate Center, American Cancer Society*

- Partner with leaders and managers to strategically plan and create successful departments and teams.
- Manage change management processes for the organization, teams, and large groups to improve outcomes.
- Conduct large group, team, and individual organization development interventions.

- Provide consulting services to Corporate Center and Field on Transformation and other initiatives.
- Design change management and organization development focus for learning curriculum.
- Conduct assessments to determine performance gaps, recommend OD solutions, and align learning needs with department plans and initiatives.
- Manage nationwide coaching program and provide executive and leadership coaching.

**Consultant, Staff/Volunteer Programs, Talent Development**

2009-2010

*National Home Office Talent Strategy, American Cancer Society*

- Revamped, implemented, and managed two nationwide learning programs in collaboration with diverse nationwide team.
- Designed, developed, and delivered intensive, customized leadership training programs.
- Provided curriculum design, development, and delivery (with specialty in psychosocial skills) for National Cancer Information Center (NCIC), National Home Office, and Divisions.
- Acted as lead coach for National Leadership Development Program, Career Coaching Cadre, and NCIC Coaching Program. Provided leadership coaching.
- Designed and implemented nationwide coaching development programs.
- Acted as Action Learning expert in support of National Manager Development Program.

**Curriculum Developer**

2007-2009

*National Cancer Information Center, American Cancer Society*

- Monitored the consistency of training for 500+ employees.
- Created and monitored comprehensive training evaluation system, including mapping on-boarding exams to required competencies. Mapped all on-boarding modules to center scorecard.
- Provided curriculum design, development, and delivery (with specialty in psychosocial skills) for NCIC, National Home Office, and Divisions.
- Implemented and maintained Learning Management System for NCIC.
- Designed, implemented, managed, and evaluated End of Life Peer Support Group pilot.

**Counseling Initiatives Manager**

2006-2007

*National Cancer Information Center, American Cancer Society*

- Oversaw coordination and implementation of clinical and counseling training.
- Implemented, managed, and supervised transitional training (from classroom to call-taking) for incoming Cancer Information Specialists, Donation Specialists, Quitline® Counselors and Intake Specialists.
- Served as the lead training specialist for Quitline® by coordinating training, and developing and coordinating Continuing Education.
- Provided clinical expertise and consultation for Quitline® counseling program.
- Acted as NCIC coordinator and contributor to End of Life Initiative.
- Served as the NCIC counseling expert for developing and providing curriculum to maintain employee mental health and wellness.
- Consulted and coordinated on development, design, and implementation of new clinical trials for Quitline®.

**Quitline® Counseling Manager**

2003-2006

*Quitline®, American Cancer Society*

- Oversaw the administrative and counseling aspects of Quitline® telephone counseling program.
- Supervised four Team Supervisors and Protocol Coordinator to ensure quality performance of 35-60 counseling staff.

- Consulted and coordinated with public health researchers on development, design, and implementation of new clinical trials for Quitline® as well as Nutrition and Physical Activity clinical trial.
- Proactively monitored counseling protocols, analyzed variables, and created systems for effective enhancement.
- Created and implemented comprehensive staff development program, including on-going continuing education modules, group and individual supervision, and new employee training.

#### **Director of Client Services**

1998-2003

*Project Transitions, Hospice and Housing for People Living with HIV/AIDS.*

- Oversaw all residential programs -- hospice, supportive living, transitional, and scattered site housing.
- Hired and supervised program coordinators, with dotted line supervision to front line staff and interns.
- Created and maintained Agency Policies and Procedures and monitored systems to ensure compliance with regulatory bodies.
- Facilitated all administrative activities and procedures related to client services, including on-going staff development program.

#### **Program Coordinator**

1995-1998

*Roosevelt Gardens, Project Transitions*

- Developed and managed supportive living program according to state licensing standards.
- Supervised six staff and multiple volunteers.
- Created staff training manual and internal Policies and Procedures for Roosevelt Gardens program.
- Provided on-going and crisis counseling to clients and families.
- Coordinated with hospice and other support agencies for benefit of housing residents.

#### **Sabbatical**

1994-1995

- Wrote book: Facing the Emotional and Spiritual Challenges of Job Loss (unpublished)

#### **Psychotherapist**

1989-1994

*Private Practice*

- Provided individual, family, and group therapy.
- Specialized in depression, addictive behaviors and substance use, trauma (sexual and physical abuse), parent/child relations, adjustment disorders, and behavioral problems.

### **EDUCATION AND PROFESSIONAL CREDENTIALS**

- M.Ed. with Specialization in Counseling, University of Houston, Texas
- B.A., Bard College, New York
- Licensed Professional Counselor (LPC), Texas #10763 (not active)
- LPC Approved Clinical Supervisor, Texas (not active)
- Certified Professional in Learning and Performance (CPLP) (former)
- PDI Profiler Certification
- MBTI Certification
- Effective Facilitation, Leadership Strategies
- Styles and Climate Accreditation, Hays Group
- Certified Team Diagnostic Assessment Facilitator, Team Coaching International
- Facilitative Mediation, Austin Dispute Resolution Center
- Influencer, Vital Smarts
- Strategic Organization Design, Center for Effective Organizations

- The Secrets to Facilitating Strategy, Leadership Strategies
- Accelerating Change Readiness and Agility, ExecOnline
- Non-Violent Crisis Intervention Training, Crisis Prevention Institute

## COMMENDATIONS

- Nominated Volunteer of the Year 2013, Austin ASTD
- Featured work in winning Chief Learning Officer magazine's 2014 Learning Elite application

## PAPERS AND PRESENTATIONS

- ◆ Preceptor Workshop, CRNA Clinical Faculty, UTHealth Division of Nurse Anesthesia  
Houston, Texas 4/15
- ◆ Building Leaders through Coaching, Texas State Agency Business Administrators' Association 44<sup>th</sup> Annual Summer Conference  
Austin, Texas 7/13
- ◆ Conducting the Orchestra: Creating Dynamic Learning through Facilitation, International Association of Facilitators North America Conference  
Orlando, Florida 6/13
- ◆ Mid-Year Change in Teaching Strategy Improves Student Satisfaction & Perception of Learning, 9th Annual Innovations in Health Science Education Conference  
Austin, Texas 2/13
- ◆ Baby Boomers, X-ers, Y-ers, Millennials Working Together! IMAC Professional Forum  
Austin, Texas 4/12
- ◆ Evaluation of an End-of-Life Peer Support Group Intervention for Cancer Information Specialists at a National Cancer Information Call Center, IPOS 12th World Congress/CAPO 2010  
Quebec City, Quebec, Canada 5/10
- ◆ Quitline Services to Promote Smoking Cessation Support in Primary Care: A Randomized Controlled Trial, American Journal of Preventive Medicine 4/10
- ◆ Dyadic Efficacy in Partnered Smokers Motivated to Quit, Society of Behavioral Medicine's 30<sup>th</sup> Annual Meeting and Scientific Sessions  
Montreal, Quebec, Canada 4/09
- ◆ Telephone counseling with cognitive therapy for depression: Seven-month follow-up of effects on smokers with and without indicators of depression, 136th APHA Annual Meeting & Exposition  
San Diego, CA 10/08
- ◆ Challenges and Opportunities for Managing End-of-Life Related Inquiries to the American Cancer Society's National Cancer Information Center (NCIC), International Union Against Cancer  
Geneva, Switzerland 8/08

- ◆ Effectiveness of a Telephone Counseling Intervention for Improving Healthy Lifestyles: American Cancer Society's Nutrition and Physical Activity Research Study, 135th APHA Annual Meeting & Exposition, Washington, DC 11/07
- ◆ Development and Use of Cognitive Strategies for Depression in a Quitline Project, National Conference on Tobacco OR Health Minneapolis, Minnesota 10/07
- ◆ A Study of the Effect of Adding Cognitive Strategies for Depression in a Quitline Project, Public Health in the Rockies 2007 Conference Fort Collins, CO 9/07
- ◆ Depression and Other Factors in Cost-Effective Tailoring of Telephone Counseling, The 13<sup>th</sup> World Conference on Tobacco OR Health Washington, DC 7/06
- ◆ QuitLink: Partnering Clinical Practices and Telephone Quit Lines to Leverage an Improvement in the Quality of Tobacco Counseling in Primary Care, The 13<sup>th</sup> World Conference on Tobacco OR Health Washington, DC 7/06
- ◆ QuitLink: Partnering Clinical Practices and Telephone Quit Lines to Leverage an Improvement in the Quality of Tobacco Counseling in Primary Care, Practice Based Research Network 2006 Conference Washington, DC 5-06
- ◆ Tobacco Cessation Counseling Training, Delaware Dept. of Health and American Cancer Society Wilmington, Delaware 2-06
- ◆ Working with Employers & Businesses to Establish Tobacco Cessation, Second Annual Spit Tobacco Summit Casper, Wyoming 10/05
- ◆ Selling Tobacco Cessation to Employers and Businesses, Second Annual Spit Tobacco Summit Casper, Wyoming 10/05
- ◆ Quitlines: Inclusive, Not Exclusive, Jefferson Medical College Philadelphia, Pennsylvania 5-05
- ◆ Depression and Other Factors in Cost-Effective Tailoring of Telephone Counseling, National Conference on Tobacco OR Health Chicago, Illinois 5-05
- ◆ Loss, AIDS and Death and Dying, Huston-Tillotson College Austin, Texas 3-03
- ◆ Loss, AIDS and Death and Dying, AIDS Services of Austin Employee Training Austin, Texas 10-02
- ◆ Managing Multiple Losses: Healthy Choices for HIV Service Providers, HIV Service Providers Program Austin, Texas 5-02

- ◆ Techniques and Strategies for Staff Retention, 4<sup>th</sup> National AIDS Housing Conference  
Denver, Colorado 6-01
- ◆ Introduction to Hospice and Palliative Care, 13<sup>th</sup> Texas HIV/STD Conference  
Austin, Texas 4-01
- ◆ Boundary Issues for Providers and Clients: Pioneering the Future, 3<sup>rd</sup> National HIV Housing Conference  
Atlanta, Georgia 9-98
- ◆ Care for the Caregiver, Texas Council on Alcohol and Drug Abuse HIV Early Intervention Workshop  
Austin, Texas 9-97
- ◆ Dealing with Terminal Illness: Issues for the Therapist and the Client, St. Edward's University  
Austin, Texas 6-97