

Chief Executive Officer

Position: Chief Executive Officer

Wage: \$95,000.00/annual - \$120,000.00/annual BOE

Reports to: Board of Directors

FLSA Status: Exempt

Location: Visalia, CA

Supervises: Officers and Division Directors

Department: Administration

Language: English

About Family Services: Family Services helps children, adults, and families heal from violence and thrive in healthy relationships. We serve victims of domestic violence, sexual assault, human trafficking, child abuse, and other trauma through shelter, mental health services, and comprehensive support services. Our prevention programs also help stop the cycle of abuse. We are a private, nonprofit organization working to build a community of safe homes, safe relationships, and safe children—which means a safer, healthier community for everyone. Family Services offers salary and highly competitive benefits (medical, dental, vision, life, vacation, sick, retirement), commensurate with experience and skills. Family Services is highly committed to diversity and a workplace environment that respects, appreciates, and values employees from all backgrounds.

Summary & Role Description: With oversight by the Board of Directors, the Chief Executive Officer is responsible for the executive leadership and overall management of the non-profit agency and oversees the operation of the organization's programs, the management of the agency's fiscal resources and staff, and the delivery of quality services to the community in accordance with the policies established by the Board of Directors. This includes building strategic partnerships and engaging foundations, individual donors, new supporters and the community. The CEO's core responsibilities include organizational direction and mission delivery, strategic planning, and oversight of the plan's implementation throughout the organization. The CEO helps to establish and nurture a culture of accountability and innovation within Family Services and advances our mission imperatives throughout Tulare County.

Responsibilities:

Strategic Leadership & Board Partnership

- The CEO stays well-informed of factors that impact the nonprofit and social services sectors and is agile when needed.
- Supervises the implementation of all management functions including, but not limited to, personnel planning, fiscal, and management information systems; ensures timely and accurate information is provided to the Board of Directors, local community, and contracting agencies.
- Provides decisive, empathetic, leadership during challenging times to both the staff and board.
- Promotes and models an organization that embraces and encourages acceptance of human diversity and empowers survivors of trauma through justice, compassion, integrity, and respect.
- Fosters an organizational culture that assures open and frequent communication, teamwork, appreciation for racial justice, and a passion for the mission.
- Attends all Board meetings and takes part in decision-making; calls special Board meetings for purposes of audit approvals and election of committees and officers.
- Implements Board policy regarding administrative functions, budget priorities, and fiscal procedures.

- Communicates regularly and openly with the board. Creates a culture of partnership between board and staff based on genuine trust and respect for each other's contributions of time, talent, and resources. Ensures that the policies established by the board of directors are implemented throughout the organization. Participates in board meetings.
- Adheres to policies related to HIPAA, confidentiality, information sharing, and appropriate use of agency client database.
- Demonstrates humility and humanity in the support and leadership of staff at all levels within the organization.

Public Relations & Community Engagement

- The CEO is responsible for the overall impact of Family Services' work to increase visibility, and advocacy, and drive the mission in the community.
- Expected to develop relationships and partnerships with leaders in the community, including those representing the highest levels in the business, government, and nonprofit sectors.
- Forms and maintains effective working relationships and communication with associations.
- Serves as the agency's key spokesperson, actively and strategically promoting the organization's mission with external audiences for the primary purpose of advocating for and securing resources that move the agency's vision forward.

Fundraising & Revenue Development

- The CEO is charged to drive key results in fund development by identifying, cultivating, and soliciting current and prospective donors.
- Collaborate with development staff and the Board of Directors to secure philanthropic and related revenue.
- Works effectively with development staff in planning and implementing successful fundraising events.

Financial

- Provide comprehensive fiscal management oversight. Ensures that the flow of funds permits Family Services to make continuous progress towards the achievement of its mission and that those funds are allocated properly to reflect present needs and future potential.
- Assist and empower CFO to Develop long- and short-range financial plans, prepare annual budget Ensure financial policies and procedures are followed.
- Utilize financial analysis to evaluate risks and growth opportunities.
- Approves the purchase of equipment, and vehicles, signs contracts, and oversees expenditures and disbursements of program funds in compliance with funder requirements.
- Allocate resources for necessary facility maintenance and capital improvements through the annual operating and capital budget planning process, and oversee capital design, construction, and renovation projects.
- Develops and oversees systems for fiscal controls and managing personnel to ensure the integrity of purchasing and other related functions.

Programs & Services

- The CEO assures that the services provided remain relevant and responsive to community needs based on formalized needs assessments, outcome data, focus groups, surveys, and other appropriate measurable methods.
- Manages and implements victim services programs in accordance with established policies and procedures.
- Provides executive guidance and leadership to directors, managers, and staff to ensure effective and efficient operation of the agency's programs in accordance with federal, state, and local laws.
- Reviews and evaluates program operations to ensure that program contractual obligations are fulfilled; modifies program objectives and activities and allocates resources for programmatic effectiveness.
- Establishes and participates in strategic planning and training meetings with the Board of Directors and staff to identify current and long-term goals that meet the needs of the community.
- Evaluates program effectiveness and outcomes and provide recommendations for activities such as new implementation, redesign, or elimination.

Facilities

- In conjunction with the operations team, the CEO ensures the delivery of high-quality services while managing current and future facility needs and growth.

Qualifications:

Education: Bachelor's Degree required (Master's preferred) from an accredited U.S. college or university. Administration/Organizational Management, **or** equivalent combination of education and experience.

Experience: Five years of highly responsible and complex management or executive leadership that includes experience in organizations of comparable size and mission. Experience with social service programs, policy development and/or knowledge of the CA legislative process, an understanding of federal, state, and local funding, and organizational management. Demonstrates knowledge of planning, evaluation, budget development, grant writing, and fundraising. Previous experience with Domestic Violence and Sexual Assault programs is preferred. Nonprofit experience preferred. 15+ years of experience in a similar field with at least 7 of those years in a leadership role may be accepted in lieu of a Bachelor's degree.

Transportation: A valid California Driver's License and availability of a vehicle for business use; and auto liability coverage as required by law.

Additional Requirement: Must receive clearance from the Department of Justice Criminal Record Offender Information database and a financial background check.

Physical Demands & Working Environment:

- **Environment:** Standard office setting as well as your home office environment; occasional travel from site to site; occasional exposure to noise, dust, and fumes; stressful calls/situations.
- **Physical:** Primary functions require sufficient physical ability to work in an office setting and field environment including travel to various locations; sitting for prolonged periods; standing for brief periods; climbing stairs; operating office equipment including a computer keyboard.
- **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate the equipment.
- **Hearing:** Hear in the normal audio range with or without correction.

Abilities:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must possess the ability to understand and appreciate diversity, and to be sensitive to different experiences and cultures.
- The ability to handle the stress of a high-powered position.
- Works collaboratively with colleagues throughout the organization in order to model and support effective cross-departmental partnerships, trauma-informed practices, resiliency-building, and commitment to diversity and inclusion.
- High level of emotional intelligence, intellectual curiosity, agility, and a desire to explore new ideas and innovative approaches to solving problems.
- Collaborate with the administrative and leadership team.
- Ability to develop effective and enduring professional relationships.

Competencies:

- **Organizational Agility** – knowledgeable about how organizations work; knows how to get things done both through formal channels and informal networks; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organizations.
- **Deal with Ambiguity** – can effectively cope with change; can shift gears comfortably; can decide and

act without having the total picture; isn't upset when things are in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.

- **Manage Complexity** – can effectively deliver results in complex environments incorporating factors such as a large geographic area, high disaster risk, major media, multiple government or political entities, large fundraising, goals, and a diverse community population.
- **Interpersonal Savvy** – relates well to all kinds of people, inside and outside the organization; builds appropriate support; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
- **Professionalism and Integrity** – evaluates lessons learned from both success and failures; demonstrates a willingness to make commitments based on information known at the time; delivers on commitments; models a 'can-do' attitude and takes initiative; is a self-starter; inspires and motivates others to do the same. Embraces rather than resists additional responsibilities. Adheres to organizational policies; acts with integrity; settles rather than creates conflict.
- **Manage Vision and Purpose** – communicates a compelling and inspired vision or sense of core purpose; talks beyond today; talks about possibilities; is optimistic; creates mileposts and symbols to rally support behind the vision; makes the vision sharable by everyone; can inspire and motivate units or organizations.

Family Services is an Equal Employment Opportunity Employer. The conditions described above must be met by an employee to successfully perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions. The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, and physical demands required of personnel so classified.

To Apply: Complete our online application at www.fstc.net/who-we-are/careers/ or download and submit an employment application with a resume and cover letter by one of the following methods:

E-mail: president@fstc.net