



EXECUTIVE DIRECTOR JOB DESCRIPTION

ORGANIZATION SUMMARY

Since 1992, Hands of Hope Northwest, a Christian 501(c)(3) non-profit organization has been serving people without adequate healthcare, locally and globally. Our mission is to improve the quality of life for people with health or mobility issues by redistributing donated medical equipment and supplies to individuals and partnering organizations, domestically and internationally. Our values are based on the biblical principles of compassion, integrity, excellence and accountability. Our vision is a transformed world in which everyone with health or mobility issues has access to appropriate medical equipment and supplies.

The **Executive Director** must be a dynamic self-starter with a result-oriented attitude. The Executive Director is accountable to the Board of Directors, is responsible for all aspects of the development, management, and daily operation of HOHNW. The performance of the Executive Director is critical to the success of HOHNW in fulfilling its mission.

The **Executive Director** must be able to adhere to our theology as the foundation for all our activities. A candidate must ascribe to the Statement of Faith adopted by the Board of Directors as follows: Hands of Hope Northwest is a faith-based organization as defined by the beliefs stated in the Nicene and Apostles' Creeds. The successful candidate must wholeheartedly love and serve Christ and actively worship in a Christian community where the Word of God is foundational.

JOB PURPOSE

The **Executive Director** is responsible for the successful leadership and management of the organization according to the strategic direction set by the Board of Directors.

PRIMARY DUTIES AND RESPONSIBILITIES

The **Executive Director** performs some, or all, of the following:

LEADERSHIP

- Participate with the Board in developing a vision and strategic plan to guide the organization

Supporting Healthcare Needs Locally and Globally

- Identify, assess, and inform the Board of internal and external issues that affect the organization
- Act as a professional advisor to the Board on all aspects of the organization's activities
- Foster effective team work between the Board and the Executive Director and between the Executive Director and staff
- In addition to the Board, act as a spokesperson for the organization
- Represent the organization at community activities to enhance the organization's community profile
- Conduct official correspondence on behalf of the Board, as appropriate, and jointly with the Board, when appropriate

OPERATIONAL PLANNING AND MANAGEMENT

- Develop an operational plan which incorporates goals and objectives that work toward the strategic direction of the organization
- Ensure the operation of the organization meets the expectation of its Board, recipients, and donors of funds/gifts-in-kind
- Oversee the efficient and effective day-to-day operation of the organization
- Draft policies for the approval of the Board and prepare procedures to implement the organizational policies; review existing policies on an annual basis and recommend changes to the Board, as appropriate
- Ensure that personnel, recipient, donor, and volunteer files are securely stored and privacy/confidentiality is maintained
- Provide support to the Board by preparing meeting agenda and supporting materials

PROGRAM PLANNING AND MANAGEMENT

- Oversee the planning, implementation and evaluation of the organization's programs and services
- Ensure that the programs and services offered by the organization contribute to the organization's mission and reflect the priorities of the Board
- Monitor the day-to-day delivery of the programs and services of the organization to maintain or improve quality
- Oversee the planning, implementation, execution, and evaluation of special projects

HUMAN RESOURCES PLANNING AND MANAGEMENT

- Determine staffing requirements for organizational management and program delivery
- Oversee the implementation of the human resources policies, procedures, and practices including the development of job descriptions for all staff

Supporting Healthcare Needs Locally and Globally

- Establish a positive, healthy, and safe work environment in accordance with all appropriate legislation and regulations
- Recruit, interview, and select staff that have the right technical and personal abilities to help further the organization's mission
- Ensure all staff members receive an orientation to the organization and appropriate training
- Implement a performance management process for all staff, which includes monitoring the performance of staff on an ongoing basis and conducting an annual performance review
- Coach and mentor staff, as appropriate, to improve performance
- Disciple staff, when necessary, using appropriate techniques: release staff, when necessary, using appropriate and legally-defensible procedures

FINANCIAL PLANNING AND MANAGEMENT

- Work with staff and Board (Finance Committee) to prepare a comprehensive budget
- Work with staff and Board to secure adequate funding for the operation of the organization
- Research funding sources, oversee the development of fundraising plans and funding proposals to increase the funds of the organization
- Participate in fundraising activities, as appropriate
- Approve expenditures within the authority delegated by the Board
- Ensure sound bookkeeping and accounting procedures are followed
- Administer the funds of the organization according to the approved budget, and monitor the monthly cash flow of the organization
- Provide the Board with comprehensive, regular reports on the revenues and expenditures of the organization
- Ensure the organization complies with all legislation covering taxation and withholding payments

COMMUNITY RELATIONS AND ADVOCACY

- Communicate with stakeholders to keep them informed of the work of the organization and to identify changes in the local and international communities served by the organization
- Establish good working relationships and collaborative arrangements with churches, community groups/leaders, politicians, and other organizations to help achieve the goals of the organization

RISK MANAGEMENT

- Identify and evaluate the risks to the organization's people (clients, donors, recipients, Board, staff, management, volunteers), property, finances, goodwill, and image and implement measures to control risks
- Ensure the Board and the organization carries appropriate and adequate insurance coverage
- Ensure the Board and staff understand the terms, conditions, and the limitations of the insurance coverage

QUALIFICATIONS

EDUCATION

- University degree in a related field

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of leadership and management principles as they relate to the non-profit/voluntary organization
- Knowledge of all federal and state legislation applicable to voluntary organizations including employment standards, human rights, occupational health and safety, charities, taxation and health coverage
- Knowledge of current community challenges and opportunities relating to the mission of the organization
- Knowledge of human resources management
- Knowledge of financial management
- Knowledge of project management
- Proficiency in use of computers

PERSONAL CHARACTERISTICS

The **Executive Director** should demonstrate competence in some, or all, of the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile, and tolerant in a changing work environment while maintaining effectiveness and efficiency
- **Behave Ethically:** Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization
- **Communicate Effectively:** Speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques

Supporting Healthcare Needs Locally and Globally

- **Creativity/Innovation:** Develop new and unique ways to improve the operation of the organization and to create new opportunities
- **Focus on Donor/Recipient Needs:** Anticipate, understand, and respond to the needs of internal and external donors/recipients to meet or exceed their expectations within the organizational parameters
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- **Lead:** Positively influence others to achieve results that are in the best interest of the organization
- **Make Decisions:** Evaluate situations to determine the importance, urgency, and risks, and make clear decisions that are timely and in the best interests of the organization
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities
- **Plan:** Determine strategies to move the organization forward. Set goals, create and implement action plans, and evaluate the process and results
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem
- **Think Strategically:** Assess options and actions based on trends and conditions in the environment, and the vision and values of the organization

EXPERIENCE

- Five or more years of progressive management experience in a non-profit organization

COMPENSATION:

- Board will establish range of salary

WORKING CONDITIONS

- The **Executive Director** will usually work in an office environment, but the mission of the organization may take them to non-standard workplaces
- The **Executive Director** will work a standard workweek, but additionally will often work evening, weekends, and overtime to accommodate activities, such as Board meetings and presenting the organization at public events