



Executive Director Position Profile

December 2020

Organizational Overview

Family Service is an independent, non-profit counseling center that provides state-of-the-art psychotherapy, education, and advocacy services to anyone needing help at any age or stage of life. A broad array of counseling, education and advocacy services are provided such as: school-based mental health, consumer credit counseling, Child Advocacy Center, family violence prevention and more. Founded in 1964 by Judge Clair Voss, the agency was the first non-profit counseling clinic in Waukesha County. Family Service's goal is to improve the quality of individual, family, and community life through our partnerships and high-quality programs and services. At Family Service, mental and emotional health is the basis for confident individuals, good parents, happy children, strong families, and productive communities. The mission and vision of Family Service is "To create a community where every person is supported, safe, and has a positive sense of well-being". To learn more, please visit: <https://www.fswaukesha.org>.

Position Description

The Executive Director is the key, transformational leader of Family Service. The Executive Director is responsible for overseeing the administration, programs and strategic plan of the Family Service. Other key duties include fund development, marketing and community outreach. This position reports directly to the Board of Directors. The ideal candidate will have the capacity and leadership presence to lead a Family Service organization that is continually evolving and adapting to changes in the human services provision environment. The new Executive Director will place emphasis upon the organization's financial sustainability through program expansion and by building long-term funding sources and cash reserves

Exemplary communication and presentation skills are essential for success in this position. The Executive Director will excel in his or her role as Family Service's primary representative in the media, in fundraising contexts and in community settings. He or she will have a desire and ability to successfully develop relations with the community and diverse constituents, including individuals, corporations, foundations, other nonprofit organizations and more. Working closely with the Board of Directors, the Executive Director will focus on strategic planning for the future. The new leader will be able to lead Family Service so that it can address the specific and evolving needs of families and the community. A leadership approach that is as accessible, supportive and empowering is essential, combined with strong decision-making skills and results-oriented accountability standards. The leader will set a positive culture for the organization that includes essential principles of inclusion, diversity, and equity. The Executive Director's essential responsibilities are provided in the sections to follow.

Primary Duties and Responsibilities

A. Leadership and Oversight

- Participate with the Board of Directors in developing a vision and strategic plan to guide Family Service.
- Identify, assess, and inform the Board of Directors of internal and external issues that affect Family Service.
- Engage in over-arching community with a focus on raising Family Service's profile and significantly increasing donor/sponsor/supporter pipeline.
- Manage and lead by example the culture, vision, and values of Family Service.

B. Resource Development, Community Relations and Advocacy

- Assure that Family Service programs, products and services are consistently presented in a strong, positive image to relevant stakeholders, including partner Family Services, policymakers, media, and funders.
- Establish an annual, comprehensive fund development plan that is endorsed by the Board.
- Work with staff and the Board to secure adequate annual funding for the operation of the Family Service.
- Manage the development, implementation, and tracking of all fundraising efforts including special events, annual giving, planned gifts, etc.
- Cultivate and solicit potential individual, major donors, personally.
- Develop and implement an annual campaign that meets or exceeds annual budget expectations.
- Communicate with stakeholders to keep them informed of the work of the Family Service and to identify changes in the community served by the Family Service.
- In addition to the Chair of the Board, act as a spokesperson for the Family Service.

C. Operational Planning and Implementation

- Develop a strategic plan with staff, which incorporates goals and objectives that work toward the overall vision of Family Service.
- Oversee the planning, implementation and evaluation of programs and services.
- Ensure that the operations meet the expectations of clients, Board, and funders.
- Work with team to create efficiencies and address on-going needs of organization – stay abreast of current trends, risks, technology that impact the industry and proactively work with staff to make changes and/or adjustments.
- Provide support to the Board by preparing meeting agenda and supporting materials.
- Expand upon the use of information technology to support increasing mental health services demand.
- Oversee the planning, implementation, execution, and evaluation of special projects.

D. Staff Development

- Establish a positive, healthy, and safe work environment in accordance with all appropriate legislation and regulations.
- Support staff to ensure efficient and effective day to day operation of Family Service; Create on-going and consistent plan for checking-in / touch base / coaching to support and assist team where needed.
- Coach, train, and mentor staff as appropriate to develop team and/or improve performance.
- Monitor the performance of staff on an on-going basis and ensure annual performance reviews are completed.
- Support a formal team building process that involves all staff and builds on the development of trust, mutual respect, and open communication.
- Involve all staff in the commitment to continuing improvement and have a plan for implementing and continuing this process throughout Family Service.
- Set and maintain a culture of mutual respect across all program and service areas within the organization.

E. Financial Planning and Management

- Work with staff and the Board (Finance Committee) to prepare a comprehensive budget.
- Cultivate current and potential funding sources and oversee fund development plans to increase the funds of Family Service.
- Provide the Board with comprehensive, regular reports on the revenues and expenditure of Family Service.
- Lead and oversee the complex fiscal operations, long-range financial planning, resource allocation strategy, budget development / monitoring and report to the Board regularly on the organization's financial performance in relation to the annual budget.

Minimum Qualifications

- Bachelor's Degree is required. Master's degree is preferred.
- Five or more years of successful management experience at senior leadership level.
- Excellent verbal and written communication skills.
- Ability to prioritize, plan and manage multiple projects concurrently.
- Demonstrated skills and experience in fundraising, board development, planning, public relations, and human resource management.
- Proven ability to develop and maintain meaningful relationships with diverse and key stakeholders including effective engagement with the local district and the greater Waukesha community.

Applicant Instructions

For full consideration, please email all items below, combined into one document, to FSW@leadingtransitions.com no later than **5:00 p.m. CT on January 4, 2021:**

1. A **letter describing your qualifications** for this Executive Director position, including your specific interest in Family Service's mission and a **description of your salary parameters**; addressed to:

*Mindy Lubar Price, President & CEO
Leading Transitions LLC
1345 North Jefferson St., Suite 350
Milwaukee, WI 53202*

2. A **detailed and updated resume**; and

3. The names of, your relationship to, and contact information for, **three professional references**.

Please note:

- References will not be contacted until a candidate has been notified.
- Background checks will subsequently be performed, with candidate permission.
- All inquiries and interactions with potential candidates are kept in strict confidence.

Leading Transitions is committed to the future vitality of community-centered organizations. The practice has been refined to provide the flexibility necessary to adapt to the intricacies and dynamics of any organization.

To learn more about what our firm has to offer, please visit: <http://leadingtransitions.com/>