



Job Description

- Job Title:** Executive Director
- Reports to:** Board of Directors of HELP!Line Center
- Job Status:** Full-time; Exempt
- Travel Required:** Local, in-town travel daily. Must have access to personal, reliable transportation and possess a valid SD driver's license. 10% out-of-town travel.
- Work Schedule:** Exempt, full-time, professional position. Office hours, 8 a.m.-5 p.m. for a 40 hour plus work week.
- Qualifications:** BA/BS with Masters preferred. At least three years of progressive experience in human/social services, education, administration or other related field. Specific experience in non-profit corporate governance, financial management, and/or fund development is preferred. Offers of employment are contingent upon acceptable background check.

Position Summary: **The Executive Director is responsible for the leadership, direction and vision of the organization as well as managing staff and financial operations. The Executive Director will manage and direct all policies, operations and programs as consistent with the agency goals and mission.**

A. Leadership

- a. Provide leadership for delivery of the mission of the HELP!Line Center and communicate the mission, vision, values and goals of the HELP!Line Center to staff, volunteers, stakeholders, funders and public.
- b. Engage the Board of Directors in the overall operations of the agency, including programmatic, financial, administrative, fund development and public relations.
- c. Facilitate the development and implementation of strategic plan, policies, and procedures to guide the agency both for stability and growth.
- d. Provide community awareness consistent with the mission, including networking, media and public relations.

B. Administration and Fiscal Management

- a. Provide direction for fiscal accountability.
 - i. Oversee budgeting and expenditures while managing finite resources in a manner accountable to donors and stakeholders.
 - ii. Analyze internal financial statements, including line items and cash flow to ensure efficient use of resources.
 - iii. Negotiate contracts and other revenue sources to maximize opportunities.
 - iv. Assure compliance with all funding sources, including reporting and communication.
- b. Provide human resources function for the agency.
 - i. Maintain a climate that attracts, retains and motivates quality staff and volunteers in all areas of service delivery.

- ii. Provide infrastructure to meet policies and procedures.
 - iii. Provide direct supervision, including coaching and development of the leadership team.
- c. Assure the nonprofit corporation is in full compliance with all local, state, and federal rules governing corporate and program activities.
- d. Oversee risk management for the agency, both in mitigating exposure and business continuity.

C. Program Delivery

Develop and grow the vision and services of the agency as guided by the Board of Directors, strategic plan, and community/emerging needs. Program will be based upon the values of the HELPLine Center:

- Connecting people with high quality resources and supports builds the likelihood they will make better decisions for themselves, their families and the community.
- The community needs a central place for the collection, coordination, and dissemination of information.
- Meeting crisis needs and linking people in crisis to resources and support is vital to assure healthy communities.
- Efficiency, quality and fiscal soundness of agency resources and operations are critical elements of long term program success.
- Confidentiality is imperative.
- An involved community builds a healthy community.
- Responding to emerging needs of our diverse community, individuals and families moves our community forward.

D. Fund Development

- a. Develop a fund development program, including the endowment, to assure the capacity of the agency to deliver high quality, responsive programs.
- b. Oversee and deliver financial support of the agency through sponsorships, annual gifts, major gifts, grants, and special projects.
- c. Develop, cultivate and maintain positive relationships with the United Way, government entities, and other businesses/organization to maintain and build financial support.

E. Quality Assurance

- a. Provide direction to accreditation processes and assurance of compliance.
- b. Ensure the quality of staff, both paid and volunteer, is developed and sustained through professional development, training, and consistent, meaningful evaluation.
- c. Provide direction and compliance of policy and procedures in order to ensure quality services, success of staff in delivering these services, evaluation of services, and risk management.

F. Professionalism

- a. Support and carry out the mission of the agency.
- b. Follow agency policies, including personnel and programmatic.
- c. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.
- d. Develop professional and personal growth through opportunities and involvement.

G. Additional Duties

Additional duties may be assigned.

H. Physical Demands:

Physical Demands

Stand	F (Frequently)	10 lbs or less	F (Frequently)
Walk	F (Frequently)	11-20 lbs	F (Frequently)
Sit	F (Frequently)	21-50 lbs	O (Occasionally)
Handling / Fingering	F (Frequently)	51-100 lbs	O (Occasionally)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	O (Occasionally)	12 lbs or less	F (Frequently)
Crawl	O (Occasionally)	13-25 lbs	F (Frequently)
Squat or Kneel	O (Occasionally)	26-40 lbs	O (Occasionally)
Bend	O (Occasionally)	41-100 lbs	O (Occasionally)

- N (Not Applicable)** Activity is not applicable to this occupation.
O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)