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JOB TITLE:Executive Director

FLSA Classification: Exempt

Reports to the President and Board of Directors

Summary

The Executive Director (ED) oversees day-to-day operations at the organization's headquarters office in a state-of-the-art Baltimore City, Maryland building and a satellite office in Prince George's County, Maryland.

The ED is the second most senior to the RH President and is an ambassador who shares the vision and values of Roberta's House to improve, promote, and influence the mental health and well-being of communities locally and nationally. They are servant thought leaders who remain abreast of philanthropic and social science trends. In addition, the incumbent is one of the principal architects of external outreach designed to meet the organization's goal of building public trust and confidence in the mission and vision.

They are accountable for strategic planning and decision-making, fostering and maintaining an inclusive workplace culture of effective feedback, mentoring subordinates, and promoting professional growth and self-care. They ensure mission-related task assignments and staff roles and manage cross-functioning teams to ensure program initiatives are efficiently and respectfully accomplished. The ED assists with identifying potential grant opportunities and oversees grant management, compliance activities, risk assessment strategies, facilities management, and emergency preparedness planning protocols.

In addition, other management duties involve overseeing the Roberta's House Institute, hiring, promotions, and training staff, and addressing conduct/performance issues. The ED makes timely and effective decisions and produces results through data-driven analyses of trending programs and center-wide initiatives.

Nature And Scope

- Articulate a clear vision, mission, theory of management, and change; communicate persuasive statements of need and expected outcomes; assist in the overall direction of the organization
- Serve as a trusted advisor of the President/Founder and representative at high-level meetings
- Oversee the quantitative and qualitative data used to inform and report programmatic outcomes and development of new initiatives
- Counsel and advise the president, board members, and RH leadership on all matters; identify and influence programmatic/operational efficiency, program policy/procedures, and enhance partnerships
- Assist the president in building, sustaining, and strengthening all board functions, including meeting participation, presentations, advising on policy grant compliance, and committee work; build rapport with the board while maintaining role lucidity (a division of labor between the board, committee, and staff)
- Serve as subject matter expert on grief/loss, design and make presentations at conferences
- Drive organizational performance and implement change management strategies
- Support other leaders in the organization with scaling and growing the business to create leverage

- Engage the community to elevate their knowledge of the services provided at Roberta's House
- Connect the RH to new for-profit, nonprofit, and community-based entities in a coordinated series of events/actions
- Research and implement new initiatives for the expansion of program services and efficiency of operations
- Consult and develop a new use of evidence-based content that effectively improves participants' social skills and lead group sessions, as required
- Champion "life-work balance" strategies; understand "groupthink" and the consequences of mission creep
- Embrace "psychological safety" and awareness of group dynamics within the organization
- Oversee the Behavioral Health Clinic operations and provide executive-level consultation to the clinical director
- Serve on various nonprofit, local, state, and federal committees/boards and organize reports for submission to the employer's board of directors or legislative committees
- Direct the organization's volunteer program planning and training and measuring outcomes
- Conduct weekly/bi-weekly supervision of program managers/directors, chief financial officer, and operations staff
- Lead the organization's weekly leadership meeting and monthly staff meeting
- Oversee planning and execution of the annual Camp Erin©-Baltimore
- Develop in collaboration with the president and HR director an integrated human capital strategy and a budget supported by compensation policy, diversity, inclusion, and benefits policies
- Oversee and collaborate with the fund development and finance departments, monitor financial achievements, and timely address issues
- Participate in financial committee meetings and assist with management of risk assessment protocols
- Serve as a representative of the Center, interfacing with donors, grantors, and government funders, and works in partnership with Roberta's House president and board on significant funding initiatives
- Use the agency's financial record keeping and support total usage of SAGE software
- Review cash flow, programmatic spending, monthly balance sheets, P&L, and budgets to actuals
- Assist with safeguarding the organization's reputation by ensuring the funds used for purposes intended to carry out the mission and external communications of the highest quality
- Collaborate with leadership for budgeting, forecasting, and monitoring for assessment and reporting purposes
- Oversee grant management and budget reporting
- Assist with identifying and collaborating on the development of potential grant opportunities
- Oversee and collaborate with the fund development and finance departments, monitor financial achievements, and timely address potential issues
- Review and monitor the external financial and program audit processes and reports
- Participate in Center-sponsored fundraising events and annual events

Core Competencies

- Possess a working knowledge of complex grief modalities and the application of grief theoretical constructs
- Demonstrate knowledge and ability to keep abreast of relevant federal, state, and local regulations relevant
- Demonstrate sustained success in secondary or tertiary-level leadership
- Expert level knowledge and accomplished track record in obtaining accreditation from a licensing institution
- Professional level knowledge in developing and evaluating a wide range of curricula
- Expert leadership and managerial capabilities, including the ability to effectively direct taskings, assess and manage the performance of subordinate directors, program managers, coordinators, and support; oversee personal and professional development available for all levels of personnel
- Working knowledge of understanding data analytic models that capture performance/outcomes and inform program development
- Possess critical thinking skills which allow for the ability to understand and interpret complex program demands, legislation, and regulations
- Lead the development (or updating) of standard operating procedures and adherence to the organization's compliance with HIPPA, internal controls, and relevant regulatory guidelines

- Understand practical clinical/professional skills; interface with collegiate-level officials; recruit and conduct site visits for interns; train staff, contractors, volunteers, and community partners in grief/loss and bereavement
- Knowledge and ability to assist the organization in diversifying our pedagogy by enhancing teaching methods, learning activities, and various assignments.
- Possess vital planning, communications, and interpersonal skills
- Have a working knowledge of project management
- Approve the development of assessment instruments that measure the program participant's experience
- Demonstrate ability to work closely and effectively with an individual from a multi-cultural background across generations and to varying socio-economic levels
- Demonstrate integrity, sound judgment, and subject matter knowledge; leads in modeling workplace behavior that motivates employees; facilitates teamwork within the office and across organizational lines; proactively resolves workplace challenges
- Innovative problem-solving skills, strategic priorities and processes, technological savvy, enthusiasm, flexibility, and practical time management skills

Education, Experience, and Professional Licensure

Doctorate or MBA, or Master's in nonprofit leadership and management, education, public health administration, organizational development —nonprofit management, mental health counseling, social work, with a clinical concentration or a relevant degree. A clinical license is desirable but not required.

Executive leadership experience of ten years and a proven track record in an operational environment is preferred, as well as three (3) or more years of supervisory or cross-functional team experience. Licensure may be substituted for up to three (3) years of experience.

General Requirements

- A driver's license and a private vehicle are required
- Successful completion of a background investigation
- Must complete successful background inquiry, which may be required annually or as requested
- Ability to regularly work in an office environment or remotely perform work as
- scheduled
- Ability to have prolonged periods sitting at a desk and working on a computer
- Ability to work in extreme temperatures during agency-sponsored events
- Must be able to lift 10 pounds

Submit a resume and cover letter to the Director of Human Resources at info@insightconsultingassociates.com

Roberta's House is an equal opportunity employer regardless of race, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, orientation, or other classification protected under the law.