



VOLUNTEER HOSPICE OF CLALLAM COUNTY
540 East 8th St Port Angeles, WA 98362

VOLUNTEER HOSPICE OF CLALLAM COUNTY

Job Description

POSITION TITLE: Executive Director

FLSA Status:

Exempt

REPORTS TO: Board of Directors

GENERAL SUMMARY

The Executive Director provides leadership and management to ensure VHOCC's goals and operations align with the organization's mission and values. The Executive Director works with the Board, employees, volunteers, and members of community to develop and execute VHOCC's strategy, providing an exceptional level of service and support to clients and their families in the community. Responsibilities include administrative oversight and operations management, including staffing, budgeting, and policy making. The Executive Director promotes organization-wide community outreach, marketing, and fundraising efforts.

ESSENTIAL FUNCTIONS AND DUTIES

Leadership and Management

- Establishes and implements programs, services, and projects that effectively communicate and support VHOCC's mission and strategic vision.
- Develops and maintains positive and productive relationships with employees, volunteers, and Board members, providing leadership, direction and support.
- Creates and communicates a compelling and inspiring vision and sense of organizational purpose.
- Develops business plans and strategies to support the achievement of the overall business objectives.
- Monitors VHOCC operations, forecasting, and marketing activities.
- Reviews and proposes new and/or improved policies, procedures, and practices, involving the Board and seeking approval where required. Communicates changes in policies and procedures and ensures compliance.
- Ensures that all services are provided in a manner that complies with all applicable laws, regulations, and VHOCC policies and procedures.

Board Relations

- Cultivates a strong and transparent working relationship with the Board and ensures open communication about operational performance against stated goals.
- Clarifies and reinforces the division of roles and responsibilities between the Executive Director, Board, managers, employees, and volunteers.
- Works with the Board to develop a strategic plan that focuses attention and resources on ways to fulfill VHOCC's mission and serve the community.
- Provides timely and accurate operational information and reports to the Board about VHOCC. Ensures Board has information needed to make wise and timely decisions as appropriate.

Human Resources

- Participates in the selection, training, supervision, and support of employees and managers.
- Coaches, develops, and maintains effective communications and relationships between employees, the Board, and volunteers.
- Manages performance, including establishing goals and expectations and managing to them, providing coaching and recognition, and addressing complaints and resolving problems.
- Determines when to consult other professional resources, such as human resources consultants, benefits brokers, and employment law attorneys on pertinent matters and keeps Board apprised of organizational issues and sometimes sensitive team member relations matters.

Financial Performance and Viability

- Works with professional staff and the Board finance committee to prepare a comprehensive annual budget; communicates resources required to fund operational and capital purposes.
- Manages VHOCC's budget. Approves expenditures within authority granted by the Board, bylaws, policies, and procedures.
- Ensures understanding of VHOCC's operations and the resources needed and available in the community.
- Participates in the development of resources sufficient to ensure the financial health of the organization.
- Participates in the development of reports and conducting of audits and related activities.
- Works with outside professionals including consultant CPA, payroll and benefits providers, and other vendors, as needed.
- Ensures sound business, maintenance, and risk management practices are in place, including insurances, building support, purchasing.
- Ensures sound bookkeeping and accounting practices are followed and compliance with all regulatory requirements.

Development and Fundraising

- Participates in planning and implementation of marketing and development activities.
- Works with the Foundation to ensure consistency of stewardship methods and to maintain excellent donor relationships.
- Oversees and coordinates, with appropriate committees, all fund raising efforts including grant writing.
- Prepares grants as appropriate and ensures compliance with grant funding requirements.

Community Outreach

- Acts as spokesperson to media, community businesses and groups as well as governmental agencies.
- Finds opportunities for and makes presentations about VHOCC.
- Serves as liaison to the community at large to explore cooperative service opportunities.
- Participates in the development of electronic and/or paper materials designed to communicate information about VHOCC.
- Represents VHOCC at local, state or national functions.

SUPPLEMENTAL FUNCTIONS

- Performs other duties as assigned.

KEY WORK RELATIONSHIPS

Establishes and maintains positive, ethical, and professional working relationships with employees, Board members, volunteers, clients, clients' families, vendors, community members, donors, and other professionals.

EDUCATION AND EXPERIENCE

- Masters Degrees in Health Administration, Public Administration, or related field; Master's Degree in Nursing with emphasis on End of life care, preferred.
- At least eight years of experience managing non-profit organizations, preferably in healthcare, hospice or end-of-life organizations.
- Experience developing and managing a budget of \$1million.
- Experience providing leadership in volunteer driven setting.

KNOWLEDGE, SKILLS, AND ABILITIES

- Proven ability to build an organizational culture that supports the mission and drives the organization toward success.
- Demonstrated track record in strategic planning, program development, fiscal management, and performance management.
- Positive, realistic, and engaging approach to management which results in high employee and volunteer morale and teamwork.
- Excellent verbal and written communication and personal interaction skills, with ability to make presentations. Ability to write reports and business correspondence.
- Ability to develop and maintain strong professional relationships with people of varying educational, ethnic, professional, and economic backgrounds, including service providers, governing boards, clients and their families, and community leaders and members.
- Solid knowledge of development, marketing, and fund raising, including grant writing.
- Demonstrated ability to think out-side the box and be innovative when discussing alternatives.
- Demonstrated ability to exercise discretion and sound judgment.
- Proficiency with Microsoft applications, including Word, Excel, Outlook, and Access.
- Maintains current knowledge of Federal, State and Local Health Regulations Affecting Hospice, e.g. HIPAA requirements that pertain to client information and client privacy.
- Current Professional Licensure as Required
- Current Washington State Driver's license; personal vehicle and insurance required for business purposes.
- Successful criminal background check.

PHYSICAL DEMANDS

To successfully perform the essential duties of this position, an individual must be able to sit at a desk for four or more hours a day, and use office equipment, including phones and computer keyboards, for four or more hours per day. Individuals must be able to engage people over the phone and in-person by voice. Regular attendance is an essential function of the position. Reasonable accommodations may be made to assist individuals with disabilities to perform essential position functions.

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work performed; it is not intended as an exhaustive list of all duties, responsibilities and required skills for the position. Duties and responsibilities may change in order to meet the needs of the organization. Employees and managers will be required to follow any other position-related instructions and to perform other duties requested by their supervisor in compliance with Federal and State laws. Requirements are representative of minimum levels of knowledge, skills and/or abilities necessary to perform each duty proficiently. Continued employment remains on an "at-will" basis.