Catholic Charities, Diocese of Norwich
Executive Director

Job Summary
The role of Executive Director is to provide leadership, coordination and oversight for the Agency and is responsible for the management of the Agency’s daily operations.

The Executive Director shall provide leadership with internal and external constituencies and work to insure client focused and contractually compliant agency services within the context of the agency’s mission and values.

The Executive Director will play a major role with the Development team to ensure the organization has the resources it needs to identify prospects and pursue opportunities to raise money with major donors, corporate partners, board members, etc.

General Duties and Responsibilities:

Board of Directors:
- Implements the policies of the Board of Directors; keeping them informed of overall Agency operations, plans, and needs;
- Develops and recommends policies and procedures that govern the Agency's programs and operations that are compliant with federal, state and local licensure, regulatory and accreditation standards;
- Develops and recommends changes to the Agency's By-laws when needed to enhance the functioning of the Board of Directors;
- Keeps the Board informed of programs, activities, plans, and problems, and provides recommendations concerning the Agency's response to community, parish, client, and Diocesan needs;
- Provides written reports to the Board of Directors of the Agency;
- Program operations and their compliance with agency policy and procedures-(at each Board of Directors meeting);
- Financial statements-(at each Board of Directors meeting);
- Agency's Quality Assurance findings, including its outcome evaluation results-(Quarterly);
- Implementation of the strategic plan-(Quarterly);
- Any other areas related to the agency's achievement of its mission-(As required);
- Carries out all other duties as directed by the Board of Directors.

Financial Management:
In conjunction with the Board of Directors, has responsibility for the total fiscal management of the Agency, and works in close collaboration with the treasurer of the Board of Directors and the finance committee. The Executive Director is responsible for:
- The development of the annual Agency operating budget for approval by the Board of Directors;
- Reports on the Agency's financial status, financial planning, current financial status and funding alternatives;
- Implements financial decisions made by the Board, in relation to loans, and other financial transactions;
• Operates within the budget approved by the Board, and obtains specific authorization for variations from the approved budget;
• Informs the Board about financial problems in a timely manner to ensure sound fiscal operations.

Financial and Business Development:
• Develops recommendations to the Board of Directors regarding contracting with government agencies and enters into contracts on behalf of the corporation;
• Actively participates in the community at large to promote and maintain positive collaborative relationships with government agencies, private funding agencies, local parishes and benefactors to secure financial resources to the benefit of the agency's mission;
• Participates in efforts to facilitate legislation, regulations and public policy affecting program clients;
• Analyzes trends, needs, and opportunities and implements possible strategies for growth or change to achieve maximum efficiency and reach income goals to assure adherence to mission;
• Acquires and maintains working knowledge of law and regulations affecting services, anticipates new developments, and develops strategies to assure compliance with the law and regulations;
• Provides leadership as required for capital initiatives of the agency.

Leadership:
• Provides overall direction, leadership, and coordination of all existing program activities of the Agency;
• Provides the leadership to Board and staff to develop new programs which carry out the purpose and mission of Catholic Charities and are relevant to the current and changing needs of families and children;
• Represents the Agency in community, organization and planning, related to issues, needs, and programs which fall within the purposes and objectives of Catholic Charities;
• Participates in national, regional, state, and local organizations, conferences or committees that address the various needs of the clients served throughout the Agency;
• Promotes use of volunteers when appropriate to carry out the agency mission and provides for the supervision and evaluation of all volunteers;
• Ensures that Catholic Social Teaching is appropriately articulated by fostering professional relationships with appropriate local government and state officials, other local and regional human service providers, the Connecticut Catholic Conference, and Catholic Charities USA.

Operational Excellence:
• Oversees the ongoing programs of the Agency, assuring their adherence to appropriate professional standards of performance and effectiveness. Assures that all individuals, communities, and organizations served by the Agency receive prompt, effective, and humane responses to requests for information and service;
• Develops, recommends, and coordinates the Agency's Quality Assurance Policies and Procedures;
• Develops and recommends human resource policies and procedures that comply with federal, state and local law;
• Advises the Board of Directors of the Agency's staffing needs and issues related to recruiting and maintaining adequate staffing for the Agency's current and planned program and operations.

Qualifications:
• Commitment to and working knowledge of the Roman Catholic Church's role in social welfare;
• Transparent and ethical leadership with an ability to envision a 5 year strategic plan;
• At least 10+ years of relevant experience leading an organization and demonstrating management and leadership capacity;
• MA/MS degree or BA/BS degree plus training/expertise equivalent to a MA/MS degree;
• 7-10 years of executive or senior management experience with focus on financial management;
• Significant experience in fiscal development processes including fund raising through special events; annual appeals; major donor activities; federal, state and corporate foundation grant identification and pursuit.

Competencies:
• Excellence in written and oral communication skills including public speaking, community outreach, social media, grant writing and marketing;
• Experience with conflict resolution and fostering team support and respect;
• Extensive experience and judgment to plan and accomplish goals;
• Self-motivated, self-directed and is open to trying new things;
• Proficient in knowledge of personal computers, including knowledge of word-processing, spreadsheet, data based software, electronic records;
• Socially and politically skilled with knowledge of all areas of etiquette and protocol.

Confidentiality and Client Protected Health Care Information Access
The Executive Director may access client records and the client database and use and disclose client’s protected health care information and other client information for the purposes overseeing or supervising direct services activities and for conducting or participating in internal operations related to providing agency services, such as operations to maintain or enhance the effectiveness, efficiency or quality of case management services. Client information may not be shared with external sources or with other Catholic Charities and Family Services programs without the client’s written consent.

Supervision
The Executive Director reports to and is evaluated by the Board of Directors.