

Executive Director Role Description

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Executive Directors have overall responsibility for the non-profit organization. They lead the implementation of the Strategic Plan including Talent Management and Operational Excellence. They are accountable to a Board of Directors.

Responsibilities

- Leads the implementation of the organization's **Strategic Plan**, Vision, Mission. Maintains an **Executive Dashboard** and ensure that key metrics are defined, tracked and assessed for root cause gaps.
- Leads the Organizational Capacity Strategy including **Organization Design**, **Operational Excellence** and Talent Management (hiring and development) processes for staff and volunteers.
- Ensure Best Practices are assessed, followed and guide process improvements. Uses a consistent best practices framework (e.g. Kentucky Non-Profit Network).

Note: These processes are part of the KNN framework: Governance, Planning, Financial Management, Fundraising, Communications, Human Resources, Programming, Volunteer Engagement, Information and Technology, Strategic Alliances, Public Policy and Advocacy, Risk Management.

- Maintains a **Process Masterplan**. Defines areas for personal leadership (not delegated), e.g. various strategic work processes such as fundraising. Develop key **Work Processes** to ensure sustainability; leads implementation of improvement ideas.
- Serves as the primary spokesperson to the organization's constituents, the media, and the general public.
- Responsible for developing and maintaining external relationships, while overseeing fundraising, communications, social enterprises and public education.
- Responsible for developing and managing new initiatives as well as enhancing, strengthening and managing existing programs.
- Responsible for facilities operation, the functions of administration, financial, material and human resources, ensuring that resources are administered in a manner that support the mission.

Metrics:

- *Sustainability*: \$ funds raised
- *Mission Accomplishment*: # clients served
- *Organizational Capacity*: % processes documented and "green", % staffed with qualified people

Qualifications and Essential Skills

- *Experience with core work*. Can do the some of the actual work such as fundraising, mentor programming. This allows coaching by example.
- *Demonstrated passion for the mission*.
- *Life or career experience* with leadership, mentoring, project management or a special skill coupled with a desire to grow personally and professionally.
- *Process management*: treats work as a process.
- *Leadership*: envision, energize and enable staff and volunteers.
- *People skills*: active listening, trust building and coaching/mentoring.

Principles

- Benchmarking and best practices guide continual improvement using disciplined process management.