

FAMILY PROMISE OF GREATER KINGSPORT

Full-Time Executive Director (ED)

Family Promise of Greater Kingsport (FPGK), an affiliate of the national Family Promise program, is dedicated to preventing and ending family homelessness in Greater Kingsport through a community-based response. We provide housing, meals, case management, and community support for children and their families experiencing homelessness.

Executive Director Job Objective:

Oversee all Family Promise of Greater Kingsport aspects to ensure the high-performing organization has the necessary resources to deliver on its mission. This position will maintain positive relations with partner entities, stakeholders, investors/ donors, and media outlets. Simultaneously, the ED will ensure the organization's operational effectiveness and provide inspiration, leadership, and vision to staff, board members, and volunteers.

Community Relations:

- Increase positive awareness for FPGK.
 - Ensure brochures and newsletters are professional and accurate.
 - Maintain web and social media presence.
 - Represent the Affiliate to the media, government, corporations, and other nonprofit partners.
 - Build relationships with and regularly communicate with supporting agencies. Actively participate in providers' groups and other forums. Meet with community organizations to inform them of FPGK.
- Maintain positive community partner relations.
 - Lead recruitment of new community partners
 - Ensure volunteers are trained, effective, and satisfied in their experience (*background checks, training, appreciation, scheduling, engagement*).
 - Ensure Affiliate updates are communicated to community partners, and feedback is solicited from the partner network.
 - Handle any issues/emergencies swiftly and compassionately (a congregation exiting the network, a volunteer challenge, a legal/insurance issue, etc.)

Board Relations:

- Board relations: Engaging with various committees to execute organizational goals, engaging individual members to utilize their skills/expertise for the betterment of the organization, and recruiting new members.
 - Provide network reports for meetings and facilitate strategic discussions of the organization's future.
 - Work with Board President to set meeting agendas. Work with board committees as necessary to follow up on identified action items.
 - Work with the Finance Committee to execute the annual audit.

Church Partner Relations:

- Church Coordinators: Establish and maintain relationships with historical, current, and new churches via phone calls, social media, and bi-weekly emails.
 - Coordinate and manage volunteer activity with churches hosting or delivering food to shelter guests.
 - Encourage church coordinators to volunteer in the office or at fundraising events.
 - Encourage churches to fundraise or advertise for Family Promise of Greater Kingsport.

Case Management

- Supervise Case Management team or provide case management: set and ensure FPGK meets organizational outcomes, programs have resources to deliver on their missions, families are cared for,

and handle any family crisis swiftly and compassionately.

- Create and implement programs to enhance services provided to families.
- Supervise case managers and provide additional support to families.
- Create partnerships in the community that will facilitate positive outcomes for FP case management (landlords, employers, nonprofit partnerships, etc.)
- Supervise interns as needed.

Management:

- Lead a high-performing organization: volunteer, board, and staff management.
 - Hire and supervise staff and volunteers as organization resources allow in consultation with appropriate Board of Director members.
 - Conduct staff reviews and provide supervision and feedback to have a high-performing team.

Financial and Fundraising:

- In collaboration with the Fund Development Committee, ensure that expenses are satisfied, and financial objectives are obtained.
- Pursue appropriate funding opportunities: grants, individual/congregation donations, corporate giving, and special events.
- Responsible for all social media, direct mail, and fundraising activities.

Administrative:

- Responsible for all grant writing for the affiliate.
- Ensure procedures are documented and adhered to for all processes.
- Be on-call for emergencies during off-hours as scheduled. Oversee on-call scheduling of staff.
- Maintain records of operations, guests' outcomes, and programmatic outcomes. Provide reports for the Board of Directors and funding sources. Provide annual statistics and other information to National Family Promise.

Accountability:

The Executive Director reports to the Board of Directors FPGK.

Salary and working hours: The range for this position is \$45,000 to 60,000. This is a full-time, salaried, exempt position. A typical week is 40 hours, and the Executive Director must be available to work nights and some weekends and be on call.

Minimum Qualifications

- High knowledge of computer software and electronic communication skills.
- Bachelor's Degree or relevant experience
- Experience in social work, nonprofit management, public administration, or other related fields.
- Strong written and verbal communication skills, particularly public speaking ability.
- 5+ years of experience working in the non-profit field.
- Leadership and supervision experience.
- Demonstrated experience working collaboratively with community partners, volunteers, corporations, and boards.
- Demonstrated success in fund development and financial management.
- Knowledge of homeless service provision models and programming, local, state, and federal housing authorities, social service agencies, and general assistance programs.
- The ability to think creatively and entrepreneurially.
- Maturity, compassion, empathy for our guests and an ability to relate to individuals from different racial, ethnic, religious, and class backgrounds.