Since 1915, Volunteers of America Western Washington (VOAWW) has established itself as The Place to Turn for our community’s most vulnerable individuals. Today, over 400 dedicated employees and more than a thousand dedicated volunteers focus on achieving VOAWW’s mission of providing basic needs and promoting self-sufficiency by giving over 80,000 families, children, seniors, and disabled adults we serve the tools and resources needed to be healthy and successful. VOAWW continues to seek opportunities to build community presence and social impact for human service resources by consistently opening its doors to fill local, unmet needs.

VOAWW is a non-profit corporation incorporated in the state of Washington. It operates under a charter agreement with the Volunteers of America National organization located in Alexandria, VA.
VOAWW is currently seeking an accomplished strategic and visionary leader to oversee an organization with $20+ million of revenue encompassing a complex administration of six core programs and various properties. The President/CEO is expected to continue to grow the organization with a major focus on ministry, human services programs, community relations, fundraising, branding, and financial health. This position requires the ability to cultivate strong working relationships with the Board of Directors, staff, VOA National, government partners and key leaders in the community. Applicants should possess an entrepreneurial spirit with analytical, critical and long-term strategic thinking and problem solving abilities.

MISSION / VISION / VALUES

Our Mission — We serve people and communities in need and create opportunities for people to experience the joy of serving others.

Our Vision — A community where all people live in safety, with social, emotional and physical well being, spiritual fulfillment, justice and hope.

Our Identity — We are a movement of faith in action, a community united in service.

CORE PROGRAMS by the NUMBERS

Disability Services
- Personal Support Professionals provide 460,000 hours of in-home service to 80 clients with disabilities in King, Snohomish and Skagit counties

Hunger Prevention
- 52,000 residents of Snohomish County receive food
- Food Distribution to 21 Snohomish County food banks and 19 meal programs
- Nearly 2.5 Million pounds of food processed and distributed
- 481,000 pounds of fresh, healthy food rescued
Dispute Resolution Services/Homelessness Prevention

- Over 14,000 people served, including:
  - 186 Active Foreclosure Cases Mediated
  - 90 Active Parenting Plans Mediated
  - 300 Renter Certification Class Graduates
- 9 Mothers and their 20 Children are safely housed
- Over 2500 evictions prevented
- 87% of those who actively engaged in homelessness prevention services retained or obtained housing

Behavioral Health

- 146,000 calls for help answered, including:
  - 33,000 calls to 211
  - 69,000 crisis line calls
  - 11,000 chat messaging texts

Child & Youth Programs

- 120 Preschoolers taught and ready to start school

Sky Valley Service Center

- Service center that includes:
  - Preschool
  - Senior Center
  - Food Bank
  - Youth Program

The President/CEO provides the strategic leadership and overall direction of VOAWW, a Christian based non-profit corporation, in a manner that is consistent with the national charter and local strategic plan. The President/CEO supports the organizational mission statement as a servant-leader and works in partnership with the Board and staff to provide leadership, vision, and direction for the organization. The President/CEO maintains our commitment and dedication to the ministry of service and provides spiritual leadership within the organization. With the Board Chair, s/he enables the Board to fulfill its governance function and facilitate the optimum interaction between the organization and the Board.
The essential responsibilities of this position include but are not limited to:

**COMMUNITY IMPACT** - Responsible for the overall impact of VOAWW on the community, with particular emphasis on increasing its capacity to accomplish the organization’s mission. Provides leadership to position the organization at the forefront of the community and motivates the organization to make the changes necessary to achieve results. Establishes and builds relationships with top leaders in the community, including those representing the highest levels in business, government and non-profit sectors.

**BOARD OF DIRECTORS** - Works with the Board to help secure the desired outcomes of compliance with the ongoing organizational strategic plan process as well as VOA National’s charter standards. Actively participates in all aspects of the Board development process. Keeps the Board informed of the organization’s progress, activities, and challenges, as well as financial status and sustainability. Supports and guides the Board’s governance, composition, and committee structure.

**STRATEGIC MANAGEMENT AND BUSINESS PLANNING** - Recommends strategic initiatives to achieve the organization’s mission and strategic plan. Develops annual budget for Board approval that encompasses current and future programs/initiatives. Reviews financial reports and determines status/progress in attaining objectives. Creates an effective process for long-range strategic planning and focuses on the skills to drive the organization to the desired results. Determines whether the current strategy is appropriate and identifies shifts in tactics and major changes required.

**TALENT MANAGEMENT** - Evaluates performance of staff for compliance with established policies and objectives of the organization and contributions in attaining objectives including succession planning, training, and human resources. Attracts, develops and retains an effective leadership team. Ensures diversity of staff; and promotes a performance based culture and an inclusive, engaging and professional workplace.

**RESOURCE DEVELOPMENT** - Responsible for driving key results in fundraising; for identifying, cultivating and soliciting leaders of prospective new financial contributors; and for leveraging personal and professional contacts and relationships into fundraising opportunities. Promotes a culture of fundraising in the organization, both at the Board and staff level.

**COMPLIANCE** - Reviews and recommends operational policy changes to the Board and ensures organization is in compliance with all Federal, State, County and City licensing and regulatory requirements. Assesses operational policies to ensure effectiveness and compliance with regulators. Makes evidence-based decisions and ensures that appropriate research has been conducted. Monitors implementation of operational policies.
QUALIFICATIONS

- Bachelor’s degree required, Master’s degree or equivalent graduate experience preferred in business, public administration, or non-profit management
- Experience of 7 – 10 years in a senior leadership position, preferably in a non-profit corporate setting, with a record of success in strategic initiatives; experience in for-profit business a plus
- Willing to become a commissioned Volunteers of America minister within two years of accepting the position
- Record of success in a growing social services organization and familiarity with the development of programs
- Proven ability to lead, direct and support senior level professionals. Team building skills to encourage collaboration and communication among management
- Demonstrated track record of promoting diversity and an ability to build collaboration with the community at large
- Enterprising foresight coupled with an entrepreneurial spirit to recognize future trends and new opportunities. Proven success record in strategic planning, fundraising, risk management, and achievement of strategic goals

INITIAL PRIORITIES / DESIRED RESULTS

- Establish rapport and strong working relationships with all key stakeholders (Board, staff, community partners, etc.)
- Oversee organizational growth in meeting community needs and maintaining a place in the region where the organization is always on the leading edge of new and innovative programs making VOAWW a leader among human service agencies in Western Washington
• Oversee completion of Lynwood Neighborhood Center (grant oversight, etc.) ensuring it is ready for use by the end of 2020
• Actively seek marketing opportunities to tell VOAWW’s story, raising its visibility in the communities it serves
• Ensure VOAWW has a highly effective and involved Board of Directors
• Improve internal communication and connectivity between various departments and service areas
• Evaluate current programming to ensure it aligns with strategic priorities and is operating as efficiently as possible
• Establish relevant client services, and achieve program goals, objectives and strategic plan objectives
• Achieve fundraising goals and operate within the budget, effectively maximizing utilization of agency resources
• Forge strong partnerships with major donors and seek innovative ways to enhance fundraising and diversify revenue streams
• Re-invigorate the volunteer program to assist in development efforts
• Maintain compliance with VOA National Charter, funding sources, and all Federal, State, County and City laws and regulations, as well as Human Resources practices

IDEAL CANDIDATE PROFILE

The ideal candidate will be a visionary team leader and culture builder, who remains dedicated to the mission and values of VOAWW. Working closely with the Board, s/he must be committed to goal achievement through teamwork. This individual will possess a high “EQ”, evident empathy, kindness and a strong sense of social justice. The successful candidate will be a strategic and forward thinking executive with a track record of stellar results working in large and complex organizations, with a reputation for forming strong personal and professional relationships. S/He should be politically savvy, without being political, and serve as a champion for diversity and inclusiveness for the organization.

The ideal candidate must also have unquestioned personal integrity, professionalism, and a positive work ethic. This inspiratioanal leader will have strong presentation and communication skills with an outgoing, personable and inclusive management style. S/He will be decisive, with a bias toward action. This leader will possess a high level of intelligence and intellectual curiosity, along with the desire to explore new ideas and innovative approaches to solving problems. The ideal candidate will develop a workplace culture and environment where staff looks forward to coming to work, where an appropriate sense of humor and camaraderie is a part of daily ways, and work is a passion rather than just a means to earn an income. The ability to communicate with clarity and motivate people is a critical requirement. The capacity to connect with people at all levels, and the humility to accept shortcomings and the thirst for ongoing growth and development is also needed.

The ideal candidate will have command presence and be a transparent, gifted, diplomatic, patient and engaging communicator, whether speaking one on one or in front of a large audience. This individual will act as a “Chief Mission Officer”, with applicable business acumen, and possess a genuine, visible, infectious passion for advancing the reach of VOAWW.
LOCATION

Everett, WA (Seattle Area)

For confidential inquiries and to learn more please contact:

Jim Herd, Managing Partner
(206) 525-9700 | jim@herdfreedhartz.com

Fred Pabst, Partner
(206) 299-2140 | fred@herdfreedhartz.com