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## **Family Promise of Harrisburg Capital Region (FPHCR) Executive Director Job Description**

### **Our Organization:**

Family Promise of Harrisburg Capital Region (FPHCR) is a 501(c)3 nonprofit agency that serves families who are experiencing various degrees of homelessness. We are one of over 200 Family Promise affiliates in 41 states. Over 110,000 volunteers serve in Family Promise affiliates nationwide.

### **Job Objective:**

To provide management for all aspects of FPHCR. The Executive Director (ED) will oversee and supervise all staff and contracted workers. The ED will provide oversight to each FPHCR program, working closely with other staff members, to identify areas of growth and weakness and will partner with the Board, casting vision for FPHCR and participating in committee work (fundraising, public relations, finance, human resources, network relations, etc.). The ED will act as the face of FPHCR in the media and through partnerships, will build relationships with donors and work with the fund development team to ensure financial stability. The ED will also oversee the Day Center operations. The position is flexible to meet the needs of families and adapt with program growth. With these responsibilities, this individual will be considered an essential employee of FPHCR.

### **Accountability:**

Accountable to the Board of Trustees through the President of the Board.

### **Responsibilities:**

1. Team Management
  - a. Regularly meet with staff and contracted workers for team meetings.
  - b. Review team members' goals and perform evaluations.
  - c. Hold team members accountable to work outputs and goals.
  - d. Create a positive work environment where different personalities can excel and where each team member feels valued for his/her contribution.
  - e. Work alongside the Board to identify new staffing needs and changes.
2. Program Oversight
  - a. Analyze program effectiveness (short and long term).
  - b. Create goals for program expansion based on participants' needs and funding availability, taking into consideration program evaluations, families' comments, and the expertise of other team members working directly with families.
  - c. Constantly communicate with current and former guests to identify other/different needs.
  - d. Recruit, train, and maintain volunteer congregations.

- e. Regularly communicate with program partners (congregations, volunteers, Board members, funders, etc.) about program updates and family success stories.
  - f. Support case management staff in decision-making and implementation of programs, policies, and procedures.
3. Financial Oversight
- a. Manage incoming and outgoing monies.
  - b. Ensure timely payment of all FPHCR's bills on the banking website.
  - c. Oversee that grant monies and restricted funds are properly disbursed.
  - d. Report on grant spending (due dates vary by grant).
  - e. Deposit donations and funds received on a weekly basis.
  - f. Input all transactions into Salesforce.
  - g. Work closely with Treasurer in creating, updating, and following the budget.
4. Board Partnership
- a. Actively participate in all Board meetings.
  - b. Build the Board and committees through networking.
  - c. Cast vision and accomplish goals within each committee (public relations, fundraising, finance, human resources, and network relations).
  - d. Connect with each Board member on a regular basis to build relationships and maintain program engagement.
5. Publicity
- a. Attend networking opportunities and events on FPHCR's behalf.
  - b. Look for opportunities for FPHCR to be in the news (videos articles, press releases, etc.)
  - c. Participate in monthly newsletters.
  - d. Keep FPHCR partners knowledgeable about program updates, events, and family success stories.
6. Fund Development
- a. Work closely with Fund Development committee to coordinate and execute fundraising strategic plan.
  - b. Cultivate, maintain, and build relationships with individual, congregation, foundation, and business donors.
  - c. Research and submit grant applications.
  - d. Assist in planning, attending, and advertising fund raising events.
  - e. Write and coordinate annual appeal letter.
  - f. Develop fund development committee members into leadership roles.
  - g. Continuously recruit new people to the fund development team.
  - h. Update donor information into Salesforce.
7. Day Center Operations
- a. Provide consistent staff coverage at the Day Center.
  - b. Respond to crisis situations in a safe, effective manner.

8. External:
  - a. Act as a resource for other agencies seeking referral information on current or former guests, following confidentiality laws.
  - b. Participate as a member of service provider coalitions.
  - c. Maintain current resource files for agency.
  - d. Interact with other service providers as a team player when such interaction is for the benefit of clients.
  - e. Build partnerships with other organizations, congregations, and businesses to better serve the needs of our families.
  - f. Actively work with Public Relations committee to market the program through media, newsletters, social media, videos, blog posts, website, etc.
  - g. Represent FPHCR in the community through speaking engagements.
  - h. Network with local business leaders to build support and awareness of FPHCR.
  - i. Empower volunteers into leadership roles.
  - j. Record information on business partners and addresses in Salesforce.

**Environment:**

This is a highly responsible professional position providing assessment, management, and advocacy services to homeless families with children. Office environment, with irregular travel within the region. Duties are performed with a high degree of independence with oversight by the Board of Trustees through the Board President.

**Minimum Qualifications:**

Experience and training within social work or a human service field; valid driver's license and clean driving record. Fluent in technical skills related to Microsoft Office, Word, Excel, Outlook, presentation software, case management database systems (salesforce preferred), and internet research. Proven professionalism, flexible communication styles, and demonstrated ability to work with individuals from diverse backgrounds required. Must possess good problem solving skills, have analytical ability and a positive attitude, maturity, a sense of humor, compassion and empathy for our guests and an ability to relate to individuals from many different racial, ethnic, religious and class backgrounds. Highly self-motivated. Must be able to pass necessary background checks and child abuse clearances.

**Education and Experience:**

Bachelor or Master's degree in social work or related human services field with 3 or more years of experience in successful oversight and management of a nonprofit, preferably working with homeless families.

**Skills Needed:**

1. Management: ability to multi-task, perform work with a high level of speed and success, and manage programs, staff, and volunteers seamlessly.
2. Finances: understand and follow budget, pay bills, and manage expenses.
3. Case Management: ability and experience in providing case management to clients in a social service setting.

4. Communication: ability to make presentations to large groups and communicate (both written and oral) effectively.
5. Planning and organizational: ability to handle multiple tasks simultaneously.
6. Interpersonal: ability to work effectively with a wide range of people.
7. Leadership: ability to make decisions, solve problems, and delegate tasks.
8. Technology: ability to communicate through e-mail, use computer programs (Word, Powerpoint, Excel, case management database system), and office machines.

**Working Hours:** 40 hours per week, salaried position with on-call responsibilities

**SALARY: Compensation commensurate with experience**

To apply, send all of the following documents to [jkellerthau@gmail.com](mailto:jkellerthau@gmail.com):

- A cover letter expressing your interest in our organization and how your experience matches our needs/requirements. Please include your availability for further discussion and your preference for contact (email or phone).
- A resume including appropriate work experience, dates of employment, specific applicable training and education.
- Three (3) references, stating the relationship, years known, and contact information (including email and phone).