



Queen Anne Helpline

Serving Queen Anne, Magnolia and South Lake Union

Executive Director, Queen Anne Helpline

The Queen Anne Helpline (QAH) seeks a strategic and inspiring Executive Director (ED) to lead our organization into this next phase of its strategic plan. Reporting to the Board of Directors, the ED provides leadership, procures and manages resources, guides strategic planning, and oversees all program and development efforts. The ED cultivates collaboration with community leaders and partner organizations, bringing together advocates, service providers, neighborhood organizations, the local business community, donors, and volunteers throughout the neighborhoods we serve including, Queen Anne, Magnolia and South Lake Union. They act as the primary spokesperson (the “face”) of the organization within and beyond our local community.

The Board seeks candidates who are passionate about preventing and ending homelessness, promoting racial, social, and economic justice, and providing caring, effective emergency services for our neighbors in need. Ideal candidates have a proven track record of successful leadership, are committed to diversity and equity, and can effectively communicate a shared vision. We seek an honest, principled and ethical individual who communicates directly, respectfully, and compassionately.

KEY RESPONSIBILITIES

Program Management

- Provide overarching leadership in identifying emerging needs and implementing and/or revising programs/services accordingly
- Monitor and evaluate programs, policies and procedures, exercising appropriate actions to ensure accessibility, equity, and efficacy of emergency services
- Identify and evaluate outcomes, collecting relevant data to measure impact to inform program policies and procedures on an ongoing basis

Leadership & Staff Management

- Provide strategic and operational leadership in concert with the Board to realize the goals and objectives of the QAH
- Develop and implement strategic and operating plans including long-range programs and services.
- Serve as the chief spokesperson for the QAH and effectively communicate the vision and mission
- Provide mentoring, professional development, and performance management of all QAH staff; currently 3 part-time staff
- Manage employee benefits program including paid time off and medical/dental

- Actively participate in Board development including strategic recruitment, orienting, and working with individuals to optimize their contributions

Community Relations

- Cultivate, maintain and leverage relationships with partner organizations, local government, and community groups to support the QAHL's mission
- Develop strategic collaborations to advance the QAHL's mission and goals
- Foster a culture of inclusivity by engaging diverse individuals, cultures, and community partners

Fundraising & Financial Management

- Direct development and execution of fundraising strategy, including:
 - Cultivating and maintaining donor relations, soliciting major gifts
 - Establishing and maintaining relationships in the business community
 - Coordinating and writing grant applications
 - Managing events, including procurement of sponsorships
 - Maintaining donor database, using data to develop fundraising strategy
- Provide oversight and accountability for achieving annual fundraising goals.
- Oversee the preparation of the annual budget and implement sound financial management practices that demonstrate fiscal responsibility
- Responsible for monthly payroll
- Provide ongoing accountability for weekly client assistance including check signing and report review

IDEAL COMPETENCIES

- Demonstrated ability to champion open communication, collaboration and trust.
- Ability to balance vision with performance; chart future direction while developing and implementing operational plans.
- Strong knowledge of good governance practices, operations management, strategic planning, and human resources practices.
- Executive leadership or equivalent experience directing and mentoring staff.
- Ability to manage conflict with diplomacy.
- Demonstrated ability to lead and facilitate system change initiatives.
- Demonstrated experience in budget development and management.
- Proven track record of grant writing and fundraising with individual donors (including solicitation of major gifts), businesses, and foundations.
- Ability to quickly assess needs and determine action.
- Strong history of developing and implementing programs for participants from underrepresented communities and diverse racial, cultural, and economic backgrounds.
- Excellent verbal & written communication skills
- Detail-oriented with strong organizational skills
- Knowledge of pertinent organizations issues, including housing security, human services, and addressing injustices in underserved communities.
- Passion for the mission and commitment to addressing housing and social, racial, & economic justice issues in Seattle / King County.

PREFERRED EXPERIENCE

- 5+ years of nonprofit leadership, ideally including work with a board of directors
- Experience cultivating a culture of inclusivity by engaging diverse individuals, cultures, and community partners
- Strong fiscal management and fundraising experience
- Experience with staff supervision and performance evaluation.
- A degree in public administration, non-profit management, or related field (equivalent work experience may be considered in lieu of relevant degree).

This is a full-time exempt position that requires willingness to work some evenings and weekends. Includes full medical/dental benefits, 4 weeks vacation and 10 paid holidays per year. Salary DOE. Selected candidate's employment approval will be subject to a background check.

To apply, submit a resume and cover letter (no longer than two single-spaced pages) via E-mail to: jobs@queenannehelpline.org no later than 5:00pm on Monday, May 7, 2018.

The Queen Anne Helpline is an equal opportunity employer. We are committed to cultivating a diverse staff and board that reflects the communities that we serve. Employment and promotional opportunities are based upon individual capabilities and qualifications without regard to race, color, religion, gender, gender identity or expression, pregnancy, sexual orientation, age, national origin, marital status, citizenship, disability, veteran status or any other protected characteristic as established under law. Women, people of color, members of the LGBTQ community, and people with disabilities are strongly encouraged to apply.