



Job Description – CEO

Organizational Overview

The Northside Neighborhood House (NNH) is seeking an experienced dynamic leader to carry out its mission of promoting the independence of residents living north of the river in Hamilton County, TN. For 100 years, the NNH has consistently developed programming aligned with the needs of its neighbors by providing a hand up through education and assistance. Current services provided to the community fall into three categories: Stability programming including financial assistance with rent/mortgage, utility bills, and food as well as household budgeting, cooking classes and computer access focused on empowering individuals; CommUNITY School programming in ten schools supporting students, families and connecting resources to the school community; and three Thrift Stores, providing low-cost options for clothing, furniture, and household items.

The NNH has experienced tremendous growth over the last twenty years without depending on government funding. Some of the significant milestones include increasing the operating budget tenfold, expanding operations from two to five sites, and extending the footprint of student programming to ten schools. The organization has grown from 13 employees in 2006 to just over 70.

Position Summary

The CEO, who reports to the Board, leads the growth and development of NNH, strategically, operationally, and fiscally to achieve the organization's mission and strategic objectives. Priorities for the position include but are not limited to cultivating the financial and human resources necessary to fulfill the organization's goals; raising brand awareness; strengthening relationships with organizational partners and community leaders; maintaining an organizational climate that supports high performance and inclusivity, continuous improvement, as well as professional growth and development.

Responsibilities

Strategic vision and leadership

- Collaborate with the Board and leadership team to refine and implement the strategic plan, ensuring that budget, staff, and priorities are aligned with NNH's core mission, programs, and goals for the future.

- Create and maintain strong relationships with other nonprofit organizations and community leaders to understand the evolving needs of our service area.
- Provide inspiration and direction to leadership team and ensure the continued development and management of a professional and efficient organization.
- Establish effective decision-making processes to enable NNH to achieve its long- and short-term goals and objectives.
- Ensure continuous improvement in general operations and NNH programming practices to foster growth in alignment with industry best practices.

Development

- Ensure that the NNH cultivates the funding necessary to meet the strategic plan and organizational objectives.
- Maintain relationships with current individual and institutional donors and cultivate new relationships with NNH supporters, foundation, and community leaders.
- Raise the profile of the NNH by serving as a spokesperson for the organization throughout the NNH's service area and Hamilton County. Work with the Development Department to clearly and effectively articulate key messages to targeted constituent groups.
- Use high level of business acumen and management skillset to generate and grow support for the organization.

Infrastructure and operations

- Ensure the delivery of high-quality services while managing for current and future growth.
- Support and motivate the organization's staff.
- Facilitate cross-departmental collaboration and strengthen internal communications with staff throughout the organization by creating and promoting an engaged, inclusive work environment that supports consistency throughout the organization's strategy, operational methods, and data collection needs.
- Ability to manage diverse programming.

Finance

- Oversee annual audit, compliance, and response, if any needed.
- Oversee NNH annual budget process and monthly financial tracking.
- Set financial priorities accurately to ensure the organization is operating in a manner that supports the needs of programming and staff.
- Enforce financial policies and guidelines to ensure NNH's assets are protected, utilized effectively, internal controls are adequate and investment returns are optimal.
- Communicate with the Finance Committee and Board of Directors regarding material financial concerns.

Qualifications

- Bachelor's Degree required, with an MBA, MPA or related advanced degree preferred.
- Minimum 10 years of progressive professional experience, with minimum 5 years leadership experience in long-range planning, visioning, and policy development.
- Prior nonprofit experience in a network or multi-site environment; experience working with volunteers is ideal.
- Private sector executives with experience leading organizations that operate similarly to nonprofits will be equally considered.
- Significant board development, fundraising, marketing/branding and fiscal management experience a must.
- A financially savvy and politically astute leader with the ability to set clear priorities, delegate, and guide investment in people and systems; keen analytic, organization and problem-solving skills, which support and enable sound decision making
- Excellent coalition building skills with an ability to communicate and work effectively with a variety of internal and external stakeholders; able to achieve consensus amongst differing opinions.
- Outstanding presentation and communication skills and the experience and proclivity to be an outgoing spokesperson, relationship builder, and fundraiser.
- Strong commitment to the professional development of staff; successful track record of recruiting and retaining a diverse team.
- Servant leadership style; serving staff, program participants and community equally.
- High ethical standards and excellent financial stewardship.

How to Apply

All candidates are asked to please submit both a resume and a cover letter to searchcomm@nnhouse.org.

Any additional questions about the position may also be directed to searchcomm@nnhouse.org.