

Executive Director Position Description

Mental Health America of Central Carolinas (MHA) is a Charlotte-based non-profit that promotes mental wellness through advocacy, prevention and education in Mecklenburg and Cabarrus Counties. Through its programs, MHA has been the voice of hope for persons affected by mental illness in the region.

Position Title: Executive Director
Status: Full-time/Non-Exempt
Reports to: MHA Board of Directors

Overview: Mental Health America of Central Carolinas (MHA) is seeking its next leader to serve as the face of MHA and lead the organization through its next phase of growth in partnership with its board of directors.

Position Summary: The Executive Director serves as chief executive of Mental Health America of Central Carolinas (MHA) and, in partnership with the Board, is responsible for the success of MHA. Together, the Board and Executive Director assure MHA's relevance to the community, the accomplishment of MHA's mission and vision, and the accountability of MHA to its diverse constituents.

The Board delegates responsibility for management and day-to-day operations to the Executive Director, and s/he has the authority to carry out these responsibilities, in accordance with the direction and policies established by the Board. The Executive Director provides direction to the Board as it carries out its governance functions.

The Executive Director handles detailed, complex concepts and problems, balances multiple tasks simultaneously, and makes rapid decisions regarding administrative issues. The Executive Director plans and implements programs; establishes strong and appropriate relationships with Board, committees, volunteers, staff, donors and program participants; and develops smooth and constructive relationships with executive colleagues, outside agencies, organizations and individuals. The Executive Director plans and meets deadlines, and maintains a flexible work schedule to meet the demands of executive management.

The Executive Director conveys a professional and positive image and attitude regarding MHA and the non-profit sector, and demonstrates commitment to continued professional growth and development.

Duties and Responsibilities

Legal compliance - assures the filing of all legal and regulatory documents and monitors compliance with relevant laws and regulations.

Mission, policy and planning

- Helps the Board determine MHA's values, mission, vision, and short- and long-term goals.
- Helps the Board monitor and evaluate MHA's relevancy to the community, its effectiveness, and its results.
- Keeps the Board fully informed on the condition of MHA and on all the important factors influencing it.

- Identifies problems and opportunities, and addresses them; brings those appropriate to the Board and/or its committees; and, facilitates discussion and deliberation.
- Informs the Board and its committees about trends, issues, problems and activities in order to facilitate policy-making. Recommends policy positions.
- Keeps informed of developments in human services, non-profit management and governance, as well as philanthropy and fund development.

Management and administration

- Provides general oversight of all MHA activities, manages the day-to-day operations, and assures a smoothly functioning, efficient organization.
- Assures program quality and organizational stability through development and implementation of standards and controls, systems and procedures, and regular evaluation.
- Assures a work environment that recruits, retains and supports quality staff and volunteers. Assures process for selecting, developing, motivating, and evaluating staff and volunteers.
- Recruits, hires/fires personnel, negotiates professional contracts, and sees that appropriate salary structures are developed and maintained.
- Specifies accountabilities for personnel and evaluates performance regularly.

Governance

- Helps the Board articulate its own role and accountabilities and that of its committees and individual members, and helps evaluate performance regularly.
- Works with the Board President to enable the Board to fulfill its governance functions and facilitates the optimum performance by the Board, its committees and individual Board members.
- With the Board President, focuses Board attention on long-range strategic issues.
- Manages the Board's due diligence process to assure timely attention to core issues.
- Works with the Board officers and committee chairs to get the best thinking and involvement of each Board member and to stimulate each Board member to give his or her best.
- Recommends volunteers to participate in the Board and its committees.

Financing

- Promotes programs and services that are produced in a cost-effective manner, employing economy while maintaining an acceptable level of quality.
- Oversees the fiscal activities of the organization including budgeting, reporting and audit.
- Works with Board to ensure financing to support short- and long-term goals.
- Assures an effective fund development program by hiring and supervising an individual responsible for this activity.
- Helps guide and enable the Board, its fund development committee(s) and its individual Board members to participate actively in the fund development process.
- With the assistance of the Development Director, helps the Board and its development committee design, implement and monitor a viable fundraising plan, policies and procedures.
- Participates actively in identifying, cultivating and soliciting donor prospects.
- Assures the availability of materials to support solicitation.

- Assures the development and operation of gift management systems and reports for quality decision-making.

Community relations

- Facilitates the integration of MHA into the fabric of the community by using effective marketing and communications activities.
- Acts as an advocate, within the public and private sectors, for issues relevant to MHA, its programs and constituencies.
- Listens to clients, volunteers, donors and the community in order to improve services and generate community involvement. Assures community awareness of MHA's response to community needs.
- Serves as chief spokesperson for MHA, assuring proper representation of MHA to the community.
- Initiates, develops, and maintains cooperative relationships with key constituencies.
- Works with legislators, regulatory agencies, volunteers and representatives of the non-profit sector to promote legislative and regulatory policies that encourage a healthy community and address the issues of MHA's constituencies.

Qualifications: As chief executive officer, this individual demonstrates critical competencies in four broad categories: commitment to results, business savvy, leading change, and motivating.

Commitment to results: The Executive Director is a systems thinker who is customer focused and goal driven. This individual identifies relevant information and helps transform this information into individual and organizational knowledge and learning. The chief executive is action oriented and innovative. S/he translates broad goals into achievable steps. S/he anticipates and solves problems and takes advantage of opportunities, is a self-starter and team player.

Business savvy: As MHA's leader, this position requires an individual with knowledge of and experience in management and administration. The position requires demonstrated experience in integrating and coordinating diverse areas of management.

- Knowledge in the following areas is required: human services, finance, human resources, oral and written communications, planning and evaluation, and governance.
- Some experience in the field of philanthropy, non-profit management and governance, mental health, public policy work, and community relations is preferred. Some general knowledge of fund development is also preferred.
- A high level of personal skills is required to make formal, persuasive presentations to groups and to deal effectively with people from all segments of the community.
- The individual must be comfortable with diversity and respectful of a wide range of faiths, beliefs and experiences.

Leading change: The Executive Director possesses the skills and implements the functions of a leader. S/he shares MHA's values, mission and vision. S/he consistently displays integrity, models behavior, develops people, and builds teams. This individual deals effectively with demanding situations and designs and implements interventions.

Motivating: The Executive Director manages continuity, change and transition. This individual knows how to influence and enable others. S/he addresses the impact of attitude and action on the MHA and its program participants.

Experience: A Bachelor's Degree is required with a minimum of 5 years' experience in a management position.

Salary will be commensurate with education and experience.

To Apply: Please send your resume, cover letter and professional references to EDHR@mhacentralcarolinas.org.

MHA is an equal opportunity employer and does not discriminate against any employee or applicant for employment based on race, color, religion, national origin, age, sex, gender identity, sexual orientation, disability, veteran status, or genetic information.