



Job Description

Position: Executive Director
Status: Full-time, Exempt
Reports to: Board of Directors
Direct Reports: Finance & MIS Manager; Crisis and 211 Call Center Manager; Office Manager and Call Center Volunteer Team Leader; Community Projects Manager; Grief Counseling and Help Me Grow Programs Manager.

Established in 1963 and successfully serving the entire county, the Contra Costa Crisis Center's mission is *to keep people safe and alive and to connect them to culturally relevant services*. Core programs include 24:7 Crisis Line/Crisis Chat services, 2-1-1 Information & Referral services, a robust Grief Counseling program and an outreach and training project. The Crisis Center operates with a staff of approximately 18 and an active volunteer team of nearly 100 that support the Crisis Center, Grief Programs, and Community Projects.

The Crisis Center is proud of the high-quality services that it provides, including receiving the highest ranking from the American Association of Suicidology. It has invested in its staff and infrastructure to ensure that it is a financially-stable organization, with a current budget of \$1.5 million. The Crisis Center has also built important partnerships with community, government, and corporate groups to strengthen the safety net for Contra Costa residents. As it looks to the future, the Board, E.D., and staff will work together to respond strategically to changing community needs, as well as taking advantage of opportunities that will ensure the organization's ability to respond to changes in the economy, revenue streams, and program delivery trends.

The Executive Director is the organization's internal leader and the public face of the Crisis Center to the outside community. S/he oversees the staff to ensure the highest quality of program and day-to-day operations of the agency and is responsible for maintaining compliance with all relevant laws and service guidelines while sustaining excellent service delivery and financial health. The Executive Director works closely with a 9-12 member board who represents a wide variety of professional experience.

Responsibilities include:

1. Ensure high-quality programs, including meeting accreditation standards and contract obligations;
2. Supervise management team, including collaborative development of program goals and objectives;
3. Lead strategic planning efforts and implementation -- short-term and long-term;
4. Maintain a positive relationship, with the Board of Directors, staff, donors and all stakeholders in the community;
5. Board Development;
6. Lead and collaborate in marketing efforts;
7. Maintain and grow diversified revenue streams from government, private foundations, and individual donors.

Ideal candidate would have the following experience, skills and knowledge:

1. Experience as an Executive Director or in a Senior Leadership Role, overseeing budgets of at least \$1.5 million.
2. Experience and sensitivity to providing programs and services to diverse community members in culturally appropriate ways;
3. Comfort navigating public sector funding streams, an ability to maintain strong relationships with multiple funding agencies.
4. A track record of increasing donated income from individuals, businesses, and foundations.
5. Experience reporting to and working closely with an effective board of directors;
6. Outstanding interpersonal communications skills, including public speaking, writing for a variety of audiences to engage across differences in age, race, ethnicity, gender, sexual preference, class and education;
7. Computer/software/database literacy;
8. Well-developed business management skills including oversight of budgeting, operational planning, facilities and technology planning and oversight, and human resources development;
9. Demonstrated skill in building collaborative, successful teams;
10. Experience managing and sustaining successful public relations and marketing efforts; and,
11. Experience with multiple social media platforms.

Preferred Experience, Skills and Knowledge

1. Prior professional experience in suicide prevention/crisis-intervention/grief or other mental health services;
2. Active experience with nonprofit sector;
3. Successful management of programs that rely on volunteers for service delivery;
4. Training in Public Health or Mental Health;
5. Deep knowledge and relationships with Contra Costa agencies;
6. Understanding of nonprofit accounting practices and comfort working with multiple income streams to achieve financial sustainability.

Other:

1. Valid California Driver's License and access to a working vehicle and current automobile insurance;
2. Ability to clear a criminal background check upon hire.

The Contra Costa Crisis Center is an equal opportunity employer and does not discriminate on the basis of ethnicity, race, religion, gender, sexual orientation, or disability. We enthusiastically encourage all qualified applicants to apply.

Compensation and Hours:

This is a full-time non-exempt, salaried position. Your schedule may vary based on need and could extend into the early evening, with some weekend hours. The exact competitive salary will be determined upon hiring, in the range of \$115,000-\$135,000. Benefits include health insurance for employees and dependents (medical, dental, and vision), generous vacation and sick time, 10 paid holidays.

How to Apply:

Please send a resume and cover letter as a single PDF document, which describes your interest and qualifications to: EDSearch@crisis-center.org.

Applications will be accepted through October 20. Early submissions are encouraged. Qualified candidates may be contacted before the closing date. Due to the anticipated volume of applicants, please do not contact us (by phone, email, or in person) for additional information before you apply.