

# MEET EACH NEED WITH DIGNITY



10641 N. San Fernando Rd.  
Pacoima, CA 91331  
**phone** | 818.896.0246  
**fax** | 818.897.0128

[www.mendpoverty.org](http://www.mendpoverty.org)

## MEND President and Chief Executive Officer Job Description

**AGENCY INTRODUCTION:** MEND-Meet Each Need with Dignity is a non-profit, volunteer-driven organization that provides a variety of services to low-income families living in the Northeast San Fernando Valley. As many as 37,000 persons are assisted with emergency food, clothing, ESL classes/computer classes, health services and other programs each month. As a volunteer-powered organization, MEND operates with more than 5,000 volunteers annually, and a staff of thirty three employees.

### POSITION OVERVIEW:

Reporting to the MEND Board of Directors and the Board Chairperson, the President and CEO provides overall leadership to the agency and ensures high quality services within the framework of a volunteer-run/staff led framework. The President and CEO has primary responsibility for the external functions of MEND, including but not limited to fundraising, public relations and the representation of MEND in the community. As the lead executive and Chief Ambassador for the organization, the CEO proactively advocates the mission and vision and will guide the organization to the next level of growth. This leader will have the unique opportunity to guide a respected organization through its next phase of strategic development.

### CORE RESPONSIBILITIES:

#### Strategy and Executive Leadership

- Provide leadership to and collaborate with management team and committee chairs towards the achievement of MEND's mission, strategy, and its annual goals and objectives.
- Lead the visioning and strategic planning process to ensure that MEND continually evolves to meet the changing and critical needs of their clients.
- Motivate a strong, committed leadership team by setting clear goals and priorities for their success and career development.
- Actively engage all staff members in creative problem-solving and fulfillment of the organization's mission.
- Effectively interact with Board members, funders, community leaders, committee chairs and other key stakeholders to build support, create synergy and advocate the mission on the organization.

#### Fundraising and Development

- Play the chief leadership role in all fundraising and partnership efforts in order to increase funding and support from foundations, corporations, major donors and individuals.
- Actively support the identification and cultivation of foundations, donor and sponsor support, including personally making introductions to potential funders and donors.

- Support and engage the Board in raising funds, and eliciting business support, sponsorships, and other in-kind contributions.
- Ensure a highly skilled professional fundraising staff is in place to create a stable flow of funds to allow for financial security for all programs and distribution of services to client base; increase the level of unrestricted and endowment funds, and maintain diverse sources of revenue.
- Oversees fundraising planning and implementation in partnership with volunteer- powered fundraising committees and development staff, including identifying resource requirements, researching funding sources, establishing strategies to approach funders, supporting fundraising events, submitting proposals and grant reports, and administering Fundraising records and documentation.

#### **External Affairs/Marketing/Community Relations**

- Serve as the chief advocate for the organization's mission, program and services. Act as chief spokesperson representing MEND to foundations, corporate sponsors and major donors as well as on community boards and at community events, to help in the development of community liaisons and relationships.
- Ensure that MEND and its mission, programs and services are consistently presented in a strong, positive image to relevant stakeholders through print materials, media relations, electronic and web-based media, and other resources
- Support the implementation of MEND's public relations strategies and activities in conjunction with volunteer-led public relations committees and staff.

#### **Operations, Finance and Programs**

- Provide leadership, guidance and development to the senior staff in the areas of operations, finance, communications, programs and technology.
- With the Chief Operating Officer as the lead, assists' in the design, staffing, volunteer recruitment, promotion, delivery, quality, evaluation, and accountability of MEND's programs and services, in keeping with the agency's emphasis on "meeting each need with dignity".
- Establish and maintain clear fiscal priorities and collaborates with the Chief Financial Officer in the development and management of a sustainable annual budget.
- Provide disciplined fiscal supervision to ensure prudent management of MEND's resources within those budget guidelines according to current laws and regulations and within MEND's commitment to low-overhead expense.
- Ensure that MEND meets all legal, IRS and audit requirements and operates at the highest level of ethics and integrity.
- Keep the Governing Board informed of financial performance and anticipation of future needs to ensure there are no surprises.
- Ensure processes are in place to anticipate, assess and respond to organizational performance and changing circumstances.
- With the Chief Operating Officer as the lead, effectively manages the human resources of MEND with dignity and according to authorized personnel policies and procedures that fully

conform to current laws and regulations. Ensures the effective and continual recruitment, training, and management of MEND's program, committee and Board volunteers.

- Supports the on-going maintenance of MEND facilities to reflect the agency's commitment to "meeting each need with dignity", and ensures that adequate and effective equipment, furnishings, and IT resources are provided for efficient service delivery.

### **Board Relations**

- Serve as liaison between staff and the Governing Board, Galvanize and take guidance from a strong Board that contributes significant expertise and resources to the organization.
- Work in collaboration with the Board on matters of governance, mission, strategic planning and objectives.
- Make recommendations on Board composition and prospective Board members in line with strategic priorities.
- Leverage the expertise and contacts of the Board to fulfill fundraising, marketing, outreach and programmatic goals.
- Prepare with the Board Chair Board meeting agendas.
- Recommend policy changes and best practices.

### **Professional Experience/Qualifications**

- Bachelor's degree required and advanced degree in Business, Marketing or Communications highly preferred.
- Minimum 10 years' senior management experience with a non-profit organization, corporate affairs or community relations function.
- Seasoned executive with strong fundraising and development experience, solid business acumen, and proven leadership skills, with demonstrated success working with a Board of Directors and the ability to cultivate existing Board member relationships.
- Demonstrated excellence in organizational management with the ability to coach staff, manage and develop high-performance teams, set and achieve strategic objectives and manage a budget.
- Strong experience with marketing, public relations and fundraising, with the ability to engage a wide range of stakeholders and cultural groups.
- Ability to articulate and demonstrate strong written and verbal communications, with innate interpersonal skills to help influence and inspire confidence with varied audiences.
- English/Spanish bilingual skills highly desired.

### **Personal Attributes**

- Demonstrate deep personal integrity, honesty, ethical, trustworthy; models behavior desired from others.
- A dynamic, collaborative and collegial spirit and philosophy of inclusiveness that encourages participation and the sharing of knowledge.
- A strong set of positive and guiding core values and principles.

- Commitment to, and passion for MEND's mission, vision, goals and strategies
- Ability to navigate through different constituent's priorities and needs with the goal of finding common ground and building consensus.
- Diplomacy and sensitivity to interact with a wide array of personalities and constituents in order to make sure they feel heard and valued.
- A big-picture mind capable of strategic-thinking and long-range planning in a challenging climate with limited resources.
- Ability to be flexible and adaptable and willing to innovate.

*The above statements reflect the essential functions considered necessary to describe the principle content of the job. They are not intended to be a complete statement of all work requirements or duties that may be inherent in the job.*

Send cover letter and resume to [jobs@mendpoverty.org](mailto:jobs@mendpoverty.org). Resumes will be accepted until April 30<sup>th</sup>.