

POSITION DESCRIPTION
EXECUTIVE DIRECTOR
SENIOR SERVICE AMERICA, INC.
SILVER SPRING, MARYLAND

THE ORGANIZATION:

Senior Service America Inc. is one of the oldest and largest operators of employment programs for America's seniors. Established in 1961 as an advocacy organization for the elderly, under the Johnson Administration's War on Poverty, Senior Service America (SSAI) was selected to receive a grant from the Department of Labor to provide services to low-income seniors. Since receiving that first grant in 1968, SSAI has been the primary recipient of funding from the Department of Labor to operate the Senior Community Service Employment Program (SCSEP), a program that focuses on older adults seeking employment and training assistance.

Today, Senior Service America Inc. operates the SCSEP program, through 65 sub grantees assisting more than 7,000 disadvantaged seniors in 437 counties spread over 13 states. SCSEP is a major program of the Older Americans Act and the only federal workforce development program serving low-income older adults. SSAI staff operate the other two programs: the Senior Environmental Employment (SEE) Program that provides opportunities for older adults to assist the U.S. Environmental Protection Agency (EPA) on federal, state, and local environmental projects; and the Agriculture Conservation Experienced Services (ACES) Program offers older Americans paid assignments in conservation-related programs of the U.S. Department of Agriculture (USDA).

Senior Service America, Inc. has a healthy balance sheet with a \$ 58 million annual budget; 50 employees, and a bargaining unit represented by OPEIU Local 2. For more information visit the website at: www.seniorserviceamerica.org.

OVERALL OBJECTIVE:

The Senior Service America, Inc. Board of Directors is interested in hiring an Executive Director who has the vision and passion to lead the organization in not only continuing to function as a strong provider to underserved senior populations but also to assist the board as it looks to diversify its programs and activities to better meet its mission. This will include developing a more diversified funding base, examining emerging issues and opportunities in the field of senior advocacy and developing programs and strategies that address the needs of underserved populations.

PURPOSE OF THE POSITION:

Under the direction of the Board of Directors, the Executive Director provides the strategic leadership and overall supervision for all aspects of the organization's operations on both a day-to-day basis and a strategic long term basis including: personnel, resource development, fiscal management, volunteer management, licensing, accreditation and public relations.

The Executive Director oversees the administration, growth and development of strong, effective programs while maximizing the agency's resources to the greatest benefit for its clients.

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The Executive Director provides innovative strategies and tactics to ensure a valuable, viable and sustainable organization going forward.

SCOPE OF RESPONSIBILITY:

The Executive Director will manage a staff of 50 with six direct reports: National SCSEP Director, Director of Finance, Manager of Workforce Development, Human Resource Manager, Communications Specialist, Deputy Director and an Executive Assistant.

PRINCIPAL RESPONSIBILITIES:

STRATEGIC PLANNING:

Develops the vision and strategy for the organization; establishes current and long term goals and objectives in collaboration with the Board of Directors.

Works with the Board of Directors and leadership team to review, update and measure progress toward long range and near term goals and objectives.

MANAGEMENT:

Oversees the programs and strategic plan. Other key duties include fundraising, generating visibility and community outreach.

Delegates the authority necessary to manage the organization effectively. Ensures the proper policies, procedures, systems, and controls are in place.

Recruits, engages, motivates, and retains diverse staff and partner organizations to realize SSAI's vision and successfully deliver its programs and services.

Leads a well-functioning leadership team, ensuring that operations are being executed in accordance with the organization's policies while building and nurturing a collaborative environment.

Establishes and maintains an effective system of communicating throughout the organization.

Negotiates and administers the collective bargaining agreement with OPEIU Local 2.

FINANCIAL OVERSIGHT:

Responsible for SSAI's fiscal integrity. Guides the planning and operation of the organization's annual budget.

Oversees the adequacy and soundness of the organization's financial structure and performance.

Reviews and approves contracts for services or supervises delegation of this function.

REVENUE GENERATION:

Develops and maintains innovative funding sources for existing and/or new programs.

Develops original and comprehensive fund-raising strategies for both existing programmatic and future funding needs.

Provides oversight of and participates directly in meeting fundraising objectives through fundraising activities, including building and maintaining relationships with primary funders and developing and organizing new strategies.

PROGRAMMATIC RESPONSIBILITIES:

Ensures SSAI grants and programs deliver their promised performance and other outcomes; complying with the pertinent laws, regulations, guidance, and policies.

Sets high standards of quality for the programs and recommends new programs and the modification (or discontinuation) of current programs.

Reviews quality and programming results of the organization, compares them to established objectives, and takes steps to ensure that appropriate measures are enacted to correct unsatisfactory results.

Monitors current and future business and industry trends and the development of strategies to address those trends.

BOARD RELATIONS:

Communicates with the board, providing timely and accurate information so that the board can function properly; enabling the Board to make informed discussions.

Keeps Board members informed of and involved in all aspects of the organization through a variety of formal and informal meetings with individuals, committees, along with full board meetings scheduled on a regular basis; plus other meetings or written correspondence as required.

Attends or is represented by a designee at all meetings of the Board of Directors or operational committee meetings with the possible exception of executive sessions.

In collaboration with Board assists in recruitment and orientation of new board members.

EXTERNAL RELATIONSHIPS:

Represents the organization before multiple constituencies, major funders, stakeholders, government officials, community leaders, corporate entities, other non-profits and the general public.

Represents Senior Service America. Inc. in a variety of public forums including media presentations, public speaking to individuals and groups, and hosting of groups and individuals on our grounds. Oversees and participates in legislative advocacy for the organization and clients.

Seeks and responds to public relations opportunities that will assist in building public awareness.

Creates innovative partnerships with businesses or other institutions that contribute to the agency's resources.

PERSONAL QUALIFICATIONS:

A demonstrated creative and energetic leader with an entrepreneurial spirit, the Executive Director should be a proven administrator with the ability to motivate, inspire and instill confidence in others.

A proven strategic thinker, nimble, pragmatic and flexible with the highest level of integrity.

A thought leader with a track record of integrating cutting edge programs and ideas.

A catalyst with a vision that can create excitement and energy around SSAI's mission and encourage others to support the organization.

Comfortable working with a broad range of individuals and personalities to build strong working relationships.

Possesses a service orientation combined with a business acumen.

An individual who perpetually exudes and communicates a genuine caring and enthusiasm for the clients the organization serves.

PROFESSIONAL QUALIFICATIONS:

Demonstrated track record of leadership and management of an organization of similar complexity with at least ten years of progressive management experience.

Proven networking capabilities across diverse organizations and a demonstrated ability to motivate organizations and individuals to support a common goal and purpose.

Demonstrated ability to develop, communicate and engage diverse staff and stakeholders around a common vision. Experienced with developing communication strategies and promoting messages among targeted constituencies using all forms of communication including social media.

Has experience with or the capacity to comprehend federal policies, regulations and government process.

Demonstrated ability to lead, engage and motivate staff; serves as a role model for the organization.

Proven ability to lead organizational, business development, and funding initiatives.

Excellent public speaking and written communication skills.

Comfortable with speaking, presenting, and facilitating discussions with diverse practitioners, policy makers, the media, and researchers to: 1. Promote specific programs; 2. Develop new approaches for engaging disadvantaged populations, and 3. Educate key constituencies about the importance of the role of the disadvantaged to their community.

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Demonstrated success creating and developing new approaches to raising money for an organization.

Previous experience working in a union environment a plus.

EXPERIENCE WITH UNDERSERVED POPULATIONS:

Knowledge of trends with disadvantaged populations including workforce, aging, and community service along with experience putting these trends into actions to the benefit of low income and/or disadvantaged populations.

Senior Service America, Inc. demonstrates an extraordinary commitment to excellence of care. Services have consistently reflected that the organization employs the highest level of professionalism and that employees utilize cutting edge approaches to meeting critical needs of its clients. Candidates must be capable of sustaining and enhancing this level of excellence.

EDUCATION:

Must hold a BA/BS degree in the social science, business administration, public administration or public policy. Advanced degree preferred in either the clinical/nonprofit administrative field and/or the business field.

TRAVEL:

Travel will be required to visit sub-grantees and attend conferences related to the mission of the organization.

COMPENSATION:

Competitive Base Salary and Benefits Package

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Senior Service America, Inc. is an Equal Opportunity Employer and as such they encourage applications from qualified persons of every race, ethnicity, national origin, religion, sex, age, veteran status, sexual orientation, and disability.

