

Jersey Battered Women's Service, Inc.  
President & CEO - 2017

Mission:

The mission of this New Jersey Based Operation is the prevention of domestic violence through the protection and empowerment of the victim, the rehabilitation of family members, the advocacy for social change to help these families and the education of the public about domestic violence and its consequences.

Jersey Battered Women's Service (JBWS) provides a 24-hour help-line, emergency shelter for victims and their children, individual and group counseling, legal advocacy, children's services, transitional housing, life skills education, vocational counseling, community education and professional training, dating abuse prevention programs, counseling for the abusers, and serves as the lead agency for the Morris Family Justice Center.

JBWS Background:

JBWS was founded in 1976 as a hotline service operated by volunteers from their homes. Its emergency shelter (the Arbour House) was opened in 1978, following the homicides of two women at the hands of their abusers. Since then, the agency has grown based on the needs of the community. In 2016, JBWS:

- Answered more than 6,000 helpline calls.
- Provided emergency shelter or transitional housing, with associated counseling services to more than 100 families.
- Served nearly 500 women in community based counseling groups and 1,100 victims of domestic violence seeking restraining orders in the Morris County Family Court.
- Provided batterers' intervention counseling to more than 200 men and comparable services to nearly 40 women who have used force in their partner relationships.
- Offered hundreds of professional training programs and community awareness presentations to more than 7,000 community members.
- Educated more than 8,000 students in dating abuse prevention programming in local schools at the middle school through college levels.

JBWS primarily serves people who live or work in Morris County, New Jersey and other clients based on safety needs or referrals.

JBWS Current State:

JBWS is a well-respected, private, nonprofit agency, with 70 regular staff members 45% of whom are full time or part time salaried staff. Additionally, JBWS has nearly 200 volunteers who offer their time to support JBWS' programs, facilities, and fund-raising activities. As of October 2017, all supervisory positions are staffed.

JBWS has an operating budget of approximately \$4.5M, including depreciation and a healthy balance sheet, including sufficient reserves to operate the agency for a full year. In the last two years, JBWS has launched three new programs: the Morris Family Justice Center, children's trauma treatment services, and Camp HOPE NJ. Last year, the agency achieved its strategic objectives while recording an operating surplus and a positive cash flow. The agency is in the process of developing its three-year strategic plan for 2018 through 2020, and its 2018 budget.

Reporting Relationship:

The President & CEO position is accountable to the twenty-one-member Board of Directors, through its Chair.

Position Summary:

This position summary is written to describe the “ideal” candidate, recognizing that a new incumbent may have areas of growth necessary to fully attain the level of success defined within it.

The President & CEO has full general management responsibility for the organization. The successful candidate will be responsible for providing both strategic and operational leadership, ensuring the organization delivers high-quality crisis interventions, client support and educational programs in a manner that meets or exceeds program objectives. The President & CEO will manage daily operations as well as build the infrastructure to succeed. Additionally, the successful candidate will be expected to actively participate in fund raising and influence legislation to further the mission of the organization.

The successful candidate will have in-depth general management experience and will be able to understand and translate the organization’s on-going strategic vision and mission into sound operating business plans. The successful candidate will also possess the personality and leadership skills needed to effectively focus the organization in successfully executing the established strategic plan. S/he will serve as an important spokesperson and advocate in advancing the organization’s image and reputation with donors, stakeholders, community, press, and other affiliated agencies.

Internally, the successful candidate will provide strong, proactive leadership and organizational skills to maintain a supportive climate and motivate both employees and volunteers in the organization. As a critical element of this position, the President & CEO will be responsible for designing the organization and its infrastructure, as well as recruiting, retaining, and mentoring a top-rated supervisory team in collaboration with the Executive Committee of the Board of Directors.

Finally, the selected candidate will strengthen and maintain a positive and professional work environment that stresses continuous improvement, excellent client services, teamwork, credibility, and success, while also adapting to the changing social and political environment. Integrity and ethics will remain the cornerstone of the agency.

Leadership Characteristics:

- Passion – A skilled communicator and a compelling presence, able to speak about the work of the agency in powerful and inspiring terms, while also maintaining objectivity. Ability to build confidence and successful collaborations others.
- Integrity – The board, the staff and the community need to perceive the President & CEO as honest, trustworthy, and operating with the best interests of the agency, the larger community, and the prevention of domestic violence.
- Credibility- Through professional credentials and accomplishments; a close connection to the community and cause; and, a record of accomplishment of promises kept, results delivered over time, and objective decision making.
- Initiative- Through an inclusive style, personal courage, resourcefulness, and ingenuity, empowers others at all levels of the organization. Confidence to make decisions and to act upon available information.

- Vision- Aware of the gap between the current environment and what should be, the President & CEO must see a better future and have faith that it can become a reality.
- Competence- Financial and general management skills. Ability to manage through complexity.
- Responsiveness – Effectively listens and responds to community, staff, clients, partners, and board members.

#### Responsibilities:

- General Management
  - Ensures JBWS's philosophy, policies, and mission are pertinent, understood, and practiced throughout the agency.
  - Develops strategic and operational plans to achieve JBWS' mission, with consistent and timely progress. Identifies annual objectives and reports progress to the Board and staff.
  - Manages operating budget; ensures funds are allocated, managed, and reported with sound accounting principles and good business acumen.
- Resource Development
  - Translates the mission and vision to engage donors and funders.
  - Identifies and pursues funding opportunities that align with the agency's strategic plan and mission. Designs and writes new applications.
  - Oversees the compliance with funding requirements.
  - Ensures positive, ongoing relationships with the donor community, funders, and key stakeholders.
  - Creatively explores new ways to generate continuous funding from private donors as well as foundations, corporations, and state and federal agencies.
  - Ability and willingness to ask for money and ask for support.
- Public Relations and Advocacy
  - Serves as the chief spokesperson for JBWS, ensuring that JBWS is properly presented in public forums. Informs the public on the needs of domestic violence victims.
  - Creates/maintains collaboration agreements with other county and/or domestic violence agencies.
  - Ensures adequate representation by JBWS in appropriate county, state, and national forums.
  - Oversees the development for key messages for the press and other media contacts.
  - Remains attuned to issues regarding domestic violence, victims' rights, and legislation programs (to formulate and advance JBWS' position).
  - Identifies service gaps and proposes sustainable plans to address issues.
  - Builds positive relationships with key community members and public officials to advance the needs of JBWS' clients.
- Staff Management
  - Ability to capitalize on staff expertise by educating them on the process of how things should be accomplished and the impact of their actions.
  - Establishes a work environment that is supportive, empowering, mission-driven, and client-focused.
  - Oversees JBWS' employment practices including, but not limited to: staff hiring/termination; supervision; performance management; promotion; career development

- and team building.
- Develops and implements staff training and development plans to enhance the agency's provision of services and to meet organizational objectives.
- Develops a sound management team with provision for succession.
- Attracts, supports, and motivates top quality (paid and volunteer) staff.
- Program Development
  - Ensures the development and implementation of programs consistent with the mission of the agency as well as public and community needs.
  - Assesses program effectiveness via reporting of program level performance measures, including program level unit cost and outcome measures.
- Board of Directors
  - Serves as a member of the Board.
  - Advises and consults with the Board in the development of an annual financial budget. Administers the budget to meet or exceed the Board approved financial targets.
  - With the Chair, identifies appropriate issues for Board involvement to enable the Board to fulfill its responsibilities.
  - Uses judgment in keeping Board informed about JBWS' progress and obstacles, in important factors and as needed, to understand and manage near-term risks and the ongoing viability of the agency.
  - Involves and motivates each member of the Board to give his/her best effort.
  - Assists the Executive Committee to ensure an effective committee structure, strong communications, and ongoing Board development.
  - Coordinates Board member involvement for the strategic planning process.

Location:

Based in Morris County, New Jersey

Qualifications:

- An advanced degree in Business or Social Work is preferred, with substantial non-profit organization leadership experience.
- Demonstrated leader with supervisory skills. Successful experience having led multiple functions, such as: finance, development, information technology, human resources, client services, program development, and public relations.
- Knowledge of domestic violence and problems faced by abuse victims and their families preferred
- Grant writing and grants management experience.
- Fund raising and public relations skills.
- Excellent communication and interpersonal skills.

Compensation:

The President & CEO will receive a compensation package, including a base salary and benefits, which is competitive and commensurate with experience and the market place.

## ADDENDUM

Areas for short-term focus (deliverables):

- Build visibility and credibility in the County and with donors
- Develop key relationships (staff and board)
- Learn about the agency, its services, operations, and funding sources
- Keep the status quo – no need to reinvent the agency
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## Specifically:

- Increasing personal knowledge of DV, JBWS services, and JBWS staff (via staff dialogues, client focus groups, selected readings, etc.)
- Establishing a positive rapport with key members of the donor community, to ensure continuity of funding.
- Establishing a positive rapport with MFJC, the Continuum of Care, and other agency partners.
- Gaining an understanding of the agency's funding sources and the associated requirements.
- Participating, at the executive level, in the NJ Coalition to End Domestic Violence.