
Title: Regional Executive Director

Status: Exempt

Department: Castle Rock Northern Deanery

Reports To: Chief Operating Officer

Supervision: Client Services Director, Client Advocates, Office Administrator, Volunteers

Evaluation: First six months of employment and annually thereafter

Position Summary

To lead clients of the Northern Deanery to greater self-sufficiency through Catholic Charities programs and community resource referrals. Ensure the excellence of all on-site and outreach programs operating from the Castle Rock Regional Office. Through management of personnel and volunteers, guide clients in obtaining basic essential goods, information, referrals and necessary support. Foster a professional, safe and welcoming atmosphere where clients are treated with dignity and respect. Develop systems for and maintain program documentation including client records, donation records, and budget/expenditure records to support decision-making and future planning. In partnership with senior leadership and the advancement team forge new relationships to build Catholic Charities' visibility, impact, and financial resources.

Essential Duties

- Communicate the philosophy, goals, objectives and vision of the agency and its various programs to clients, donors, parishes, volunteers and community contacts.
- Plan and develop regional office programs in response to demand within the regional area in coordination with the CEO and senior leadership.
- Manage direct service programs for clients served through the regional office. Through management of personnel and volunteers, guide individuals and families in assessing their needs and establishing personal goals and objectives. Provide confidential services information, referrals, and support.
- Plan and coordinate with senior leadership and program directors to leverage regional office location for enhanced coverage and opportunities for expanded service for existing program offerings.
- Responsible for staffing decisions for the regional office. Create and manage the operations schedule with support personnel, make staffing assignments, plan and prioritize the delivery of services, and monitor overall effectiveness of service delivery.
- Lead the ongoing development and implementation of program policies, procedures, and marketing plans related to regional office operations.
- Develop and maintain relationships with local nonprofit agencies, government office staff, and other community partners in order to leverage resources, coordinate delivery of client services and promote Catholic Charities' presence in the community.

- Provide an effective means of tracking, monitoring, and reporting client demographics, operational outputs and program outcomes for the regional office. In coordination with support personnel, maintain accurate monthly and annual reports of services delivered, clients served, unmet needs, and in-kind and monetary donations received.
- Manage the agency's townhouse property to include maintaining appropriate client occupancy and a safe living environment.
- Responsible for preparing the regional office program budget and monitoring of revenues and expenses.
- Recruit and manage a regional advisory council to support and guide the direction of the regional office.

Education/Experience

- Bachelor's degree in human services, sociology, social work, nonprofit management or a related field preferred.
- Three years of experience in a human service organization managing both a variety of programs, employees, and volunteers.

Competencies

- Demonstrates integrity, strives for excellence in her/his work, and has experience of leading others to new levels of effectiveness and programmatic impact.
- Knowledge of, and competence in, human services, public policy, service delivery models, and financial and human resource planning and management.
- Knowledge of community resources in Douglas County and the Diocesan Northern Deanery.
- Strong computer skills, including word processing, spreadsheets, and budget management required.
- Ability to build effective collaborations among diverse individuals and organizations to enhance programs.

Requirements

- Bilingual English/Spanish preferred.
- Ability to work independently and use sound judgment to determine appropriate courses of action. Capacity to work efficiently and effectively on multiple projects under pressure, within budget, and with positive results.
- Excellent communication (verbal, written, and public speaking), problem solving, listening, and interpersonal skills, with the ability to form and maintain positive work relationships.
- Demonstrated ability to apply culturally appropriate skills in interactions with clients, co-workers, volunteers, partner agencies, and other community members.
- Ability and willingness to work within the established structure of Catholic Charities.
- Occasional evenings and weekends are required to accommodate meetings and special events.

Work Environment

- A majority of the assigned duties are performed in an office environment.
- The employee is subject to both inside and outside environmental conditions.
- Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of this position.

This description is not intended, and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements essential for making compensation decisions.