NORTH JERSEY FRIENDSHIP HOUSE

Chief Executive Officer Job Description

Position Title: Chief Executive Officer
Department: Administration
FTE/Classification: Full-time Exempt
Reports to: Board of Trustees
Location: 125 Atlantic Street, Hackensack, NJ

PRIMARY FUNCTION: The Chief Executive Officer (CEO) shall be the Chief Administrative Officer of North Jersey Friendship House, will lead the mission and vision of the organization and create an environment and culture that focuses on fulfilling the Corporation’s mission, vision and values. The CEO is also the Treasurer of the Board of Trustees.

The CEO must have the skills and ability to lead and manage our multi-faceted organization. The CEO is responsible for the development, supervision and operation of the programs and facilities of the corporation. The CEO will be given latitude to implement and administer policies in accordance with such standards as have been set forth in the policies. The CEO will also serve as leader of the Executive team, play a formative role in building culture of the organization, provide leadership and manage the efforts of staff to ensure appropriate support throughout the organization.

The CEO will evaluate the NJFH brand as it is currently perceived by the community and lead the efforts to improve the brand messaging accordingly. The CEO will assess strategic plans, make high level decisions on behalf of the organization, implement and administer the policies established by the Board of Trustees and discharge such duties imposed on his or her office by the Board of Trustees. As Chief Administrative Officer of the Corporation, the CEO is the primary professional advisor to the Board of Trustees which, in turn, will consult with the CEO when adopting or revising policies.

The CEO is employed by and directly responsible to the Board of Trustees and shall, directly or indirectly, supervise all persons employed by the Board, as well as provide leadership and operational management across all business departments.

PERFORMANCE RESPONSIBILITIES: Although each position has its own unique duties and responsibilities, the following listing applies to every employee of North Jersey Friendship House, Inc.:
• Works towards accomplishing of department/Agency goals.
• Maintains confidentiality and immediately reports to management breaches in Confidentiality.
• Practices job requirements on an accurate, timely and regular basis.
• Observes and maintains appropriate professional boundaries with members, co-workers and supervisors.
• Attends all scheduled meetings as assigned.
• Meets relevant continuing/training requirements.
• Completes all required documentation/paperwork accurately and within established timeframes.
• Collaborates with the Executive team to develop new programs and new funding sources.

SUPERVISORY RESPONSIBILITIES when applicable:

• Provides direct supervision to assigned staff in order to enhance their technical skills sets, leadership qualities and administrative functions.
• Provides on-going support to staff to ensure completion of job responsibilities.
• Carries out supervisory responsibilities in accordance with the agency’s policies, applicable laws and governmental regulatory agencies.
• Reviews staff responsibilities to determine time frame and scope of authority, reviews staffing requirements, and allotments of available resources.
• Evaluates staff productivity and documentation of service delivery.
• Confers with staff to provide technical advice and to resolve problems.
• Responsibilities include interviewing, hiring and training new employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

The CEO has the responsibility of carrying out duties in four (4) major areas:

1. RESPONSIBILITY TO THE BOARD OF TRUSTEES:
   a. The CEO shall keep the Board of Trustees informed of activities within the agency so that they might take necessary action relating to the agency’s policies.
   b. The CEO shall be responsible for providing information to the Board of Trustees concerning development in the fields of mental health, autism, vocational training and supported employment and shall recommend various means of action and program modifications to the Board.
   c. The CEO acts as Treasurer of the Board of Trustees and may make recommendations for Board Committees.
d. The CEO shall be responsible for leading the agency in the preparation of the budget, recommending it to the Finance & Administration Committee and then presenting it to the Board.

e. The CEO shall be responsible for suggesting course of action and assisting the Board in fundraising methods and efforts as they affect the budget of the agency.

2. RESPONSIBILITY FOR STAFF:

a. The CEO shall be responsible for recruitment and in-service training of all staff.
b. The CEO shall ensure the staffing levels reflect the needs of the agency.
c. The CEO shall support and oversee a strong employee workforce that supports employee satisfaction, engagement and growth.
d. The CEO shall set the tone of the agency for being culturally inclusive and accessible to all.
e. The CEO shall hold quarterly staff meetings in order to keep staff up to date on developments, provide leadership, and clearly communicate NJFH’s priorities, goals, objectives and values.

3. RESPONSIBILITY FOR SERVICE PROGRAM:

a. The CEO shall establish a culture of collaboration an integration that enhances the provision of superior services to members.
b. The CEO shall remain up-to-date and knowledgeable of Medicaid, DVRS, DMHAS, and ODD -- their mission, operations, available funding streams, etc.
c. The CEO shall also develop relationships with key personnel at each agency to enhance the mission of NJFH.
d. The CEO shall have responsibility for carrying out policies regarding people to be served in the program.
e. The CEO is responsible for the operation of the agency’s physical facilities. He/She is responsible for recommending changes in the facilities to the Board of Trustees or an appropriate Committee when this seems appropriate.

4. RESPONSIBILITY TO THE COMMUNITY:

a. The CEO has responsibility for professional contact in the community so that it is aware of NJFH services and so that the Board and staff are aware of areas of need in the community.
b. The CEO shall represent NJFH’s interests at local, state and national levels.
c. The CEO shall develop/oversee all branding efforts and marketing of NJFH to the service area and lead efforts to enhance and grow donor base through direct contact and advocacy efforts.

REQUIREMENTS:
Bachelor of Arts Degree with Master’s Degree preferred, and a minimum of five (5) years of demonstrated leadership of a multi-faceted organization. Experience in behavioral health, autism, vocational training preferred.

WORK EXPERIENCE:
Minimum of five (5) years, including supervisory experience, community involvement, familiarization of the scope of activities of public and private agencies and experience in working closely with other disciplines.

Revised: May 4, 2021