

EAST RIVER FAMILY STRENGTHENING COLLABORATIVE

JOB DESCRIPTION

Title	Chief of Staff		
Employment Status	X	Full Time	Part Time
		Temporary/Seasonal	Volunteer/Internship
FLSA Status	Exempt <i>(Exempt or Non-Exempt)</i>		
Department	Administration		
Reports To	Executive Director		
Primary Location	ERFSC's Main Office		
Original Date	February 4, 2021		
Approved By	Executive Director		
Revision Date			

Company Description:

For over 20 years, East River Family Strengthening Collaborative, Inc. (East River) has provided critical resources and services that would not otherwise be accessible to families, youth, adults, and seniors in the Ward 7 community. Because of the impactful work being done by the East River team, statistics around children entering the child welfare system, family homelessness and seniors needing critical services have all been greatly reduced.

Some of the life-altering tools and resources provided by East River include case management, parent education and support, senior wellness services, crisis intervention, life-skill training, advocacy and community engagement. Since 1996, these programs along with many others being offered by East River have opened windows of opportunity for individuals and families and brought hope to communities where there were once limited boundaries. Every career opportunity at East River thoughtfully complements the mission and impact being made in the individuals and families and community our team is privileged to serve.

Position Summary:

The Chief of Staff will be expected to partner with leadership to manage the day-to-day operations of East River and support our staff in successfully moving its mission forward. The individual will act as an advisor and thought partner to the Executive Director in the execution of strategic initiatives and projects.

The Chief of Staff will also be responsible to continuously measure performance and progress across the organization and offer recommendations for improvement. This individual will work with staff to ensure all projects and activities are performed in a manner that reflects the mission, philosophy, and policies of the East River Family Strengthening Collaborative.

KEY DUTIES & RESPONSIBILITIES

Key responsibilities and duties will include, but are not limited to:

- Provide support to the Executive Director on day-to-day operations, strategic initiatives, and projects of priority.
- Build excellent relationships across the organization and at all levels to coordinate and assist in priorities and project progress; serve as an advisor to the president regarding project updates, workplace climate, and recommendations.
- Serve as a liaison between Director of Finance/Operations and Directors to ensure budgets are set and followed appropriately.
- Manage all internal communications keeping employees updated on necessary internal information and ensuring alignment and enhancement of ERFSC culture.
- Organize all-staff meetings and partner with ED to prepare and finalize reports and/or presentations that both inform staff and elevate ERFSC core values.
- Coordinate leadership and board meetings by gathering and aligning agenda items; manage all post-meeting follow-up with agreed upon action items and next steps to advance strategic initiatives.
- Become deeply familiar with organization mission and structure in order to recommend improvements to productivity within ERFSC; outline recommendations for approval and execute on initiatives.
- Manage and utilize all systems (HMIS, ETO, NOWPOW, C-Stars, etc) for project and case management data and present data bi-weekly to ED and other leadership outlining strengths and areas for improvement.

Other Responsibilities:

- Build strong relationships within the Ward 7 community and work with ERFSC ED to plan external speaking engagements and expand ERFSC network.
- Work with the outsourced HR team on creative ways to enhance ERFSC culture, cultivate professional growth opportunities, partner on strategic workforce planning and hiring.

POSITION REQUIREMENTS

Minimum Education:

Bachelor's degree required, MBA or master's degree a plus

Minimum Qualifications:

- 5-7 years of executive management experience within the nonprofit space
- 2-3 years of experience managing, reporting and analysis within the ETO (Enterprise Nonprofit Software) system
- Well-organized with strong process management skills and an ability to establish organization priorities
- Demonstrated success planning and leading strategic initiatives and projects
- Experience preparing presentations and communications; excellent written and verbal communication skills
- Experience with managing budgets and projects and presenting on project data, progress, timelines, and budget

- Experience working with and embracing diverse audiences, perspectives, and work styles
- Strong ability to think critically and apply innovative solutions to complex problems
- Well-organized with strong process management skills and an ability to establish organization priorities

Preferred Qualifications and Competencies:

- Strong understanding of ERFSC and/or other Collaboratives in DC
- Strong knowledge and understanding of contracting and proposal development
- Proactive approach in staying up to date with community needs and programs
- Well-organized with strong process management skills and an ability to establish organization priorities

Communication Skills:

Excellent written and verbal communication skills are required; Courteous and responsive to the public and internal staff; Able to gather assessment information through conversation, listening and observation skills; Comfortable having direct and difficult conversations with leaders and staff at all levels of the organization.

Computer Skills:

Must be proficient in basic MS Office programs including MSWord, Excel, Outlook, and Explorer. Knowledge of Efforts to Outcomes (ETO) or similar/related databases, including extracting, importing, and analyzing data appropriately.

East River provides equal employment opportunities to all employees and applicants without regard to race, color, religion, national origin, sex (including pregnancy, childbirth or other related medical conditions), age (18 and over), marital status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, genetic information (including family medical history), disability, matriculation (e.g., being enrolled in a college or university or in a business, nursing, professional, secretarial, technical or vocational school), political affiliation, credit information, lawful use of tobacco products, unemployment status, and status as a victim or family member of a victim of domestic violence, a sexual offense, or stalking, and any other protected characteristic in accordance with applicable federal, state and local laws.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EMPLOYEE RECEIPT SIGNATURE

Please print your name: _____

Signature: _____

Date: _____