



**New River Valley Community Services
Job Description**

Class Title: Executive Director

Pay Grade: 139

Supervisor: NRVCS Board of Directors

Positions supervised: Senior Directors,
Communication and Outreach Coordinator,
Client Advocate, Executive Assistant

HR Use Only		
EEO Class:	WC Code:	FLSA Status: Exempt/Essential
Date Adopted: 2/01/2022	Revised:	Approved by: Senior HR Director

Summary:

New River Valley Community Services (CSB) serves as the single point of entry into publicly funded mental health, developmental, and substance use disorder services for the Virginia counties of Floyd, Giles, Montgomery, Pulaski and the City of Radford. The executive director is employed by and serves at the pleasure of the CSB Board of Directors (Board) under an annually renewable contract that contains mutually agreed-upon performance objectives and evaluation criteria. The executive director is directly accountable and responsible to the Board for providing leadership and overall management of CSB operations. This includes program and service delivery management; strategic planning; financial management; human resource management; physical plant operations; information system operations; compliance with applicable federal, state, and local statutes, regulations, and policies; quality improvement and risk management; support and assistance to the Board; and interface with state and local governments and advocacy groups. The Board has granted authority to the executive director to establish standard operating procedures concerning the delivery of CSB services and the operation of CSB facilities.

Key Responsibilities:

Board Governance

1. Participate with the Board in developing and communicating the CSB’s vision and mission statements and help the Board articulate its own role and accountabilities and those of its committees and individual members.
2. Work with the Board Chairperson and Executive Committee to enable the Board, its committees, and individual board members to fulfill the Board’s governance functions.

Provide information to and solicit information from Board members in order to facilitate the accomplishment of their responsibilities.

3. Meet with the Board at its regularly scheduled and special meetings, provide Board members with regular reports about CSB programs and services, and send informational packets to Board members at least one week before each regularly scheduled Board meeting.
4. Prepare for Board approval a written annual fiscal year report of services provided, individuals who received services, and revenues and expenses.
5. Provide training and development activities for the Board including conducting an orientation of new members, providing a Board member handbook containing essential information about the Board and CSB, and making additional training available as appropriate.
6. Develop a yearly work plan including goals and objectives for programs and services and administration for the approval of the Board.
7. Serve as the chief staff person for the Board and its members.

Leadership, Management, and Services Development and Delivery

1. Provide overall leadership and professional direction to CSB mental health, developmental, and substance use disorder programs and services and administrative operations and oversee day-to-day operations of the CSB to assure a smoothly functioning, efficient, and effective organization.
2. Develop, monitor, and evaluate strategic and operational plans for the delivery of CSB programs and services and periodically conduct a needs assessment to determine needs for mental health, developmental, and substance use disorder services in the CSB's service area and make recommendations to the Board.
3. Implement a continuous quality improvement process throughout CSB programs and services to promote delivery of high-quality services and to manage and ameliorate risks.
4. Provide reports to the Board that track program performance and outcomes and monitor ongoing programs and services for proper administration and effective use of resources.
5. Direct the modification or development of programs and services in response to identified needs and priorities established by the Board.
6. Ensure development and maintenance of a management information system that produces consistent and accurate data and information about services, individuals receiving services, and income and expenditures.
7. Ensure agency policies and procedures are current and consistent with legal requirements and the CSB's vision and mission statements and goals and objectives.
8. Adhere to the CSB's policies and procedures and expectations in the CSB's Code of Ethics; ensure the CSB is in compliance with all licensing, human rights, and other state and federal laws, regulations, and policies and satisfies requirements in its performance contract with the

Department of Behavioral Health and Developmental Services (Department); and ensure interagency agreements are current and reviewed as required by the Code of Virginia.

9. Manage and oversee the human rights system for the CSB and respond appropriately to complaints from individuals receiving services or their families.
10. Direct the implementation of federal, state, local, and Board policies and contracts.
11. Maintain positive working relationships with individuals receiving services and their family members, advocacy groups, and other public and private human services agencies.
12. Participate in local, regional, state, and national associations and professional activities related to planning, development, delivery, and coordination of mental health, developmental and substance use disorder services.
13. Act as the CSB's chief liaison with elected and appointed state and local government officials, and participate in various planning, coordinating, and advocacy activities at state, regional, and local levels.
14. Serve as the CSB's representative on various community teams and boards to ensure collaboration and coordination on behalf of individuals receiving services and their families.
15. Perform other duties as assigned by the Board

Financial Resources Management

1. Provide fiscal and budgetary integrity and accountability to the Board through a system of reports regularly submitted to the Board, local and state governments, and other funding sources.
2. Ensure preparation and presentation of an annual operating budget for the provision of mental health, developmental, and substance use disorder services to the Board and local governments.
3. Ensure timely submission of an annual performance contract to local governments and the Department.
4. Monitor program expenditures through periodic revenue and expenditure reports.
5. Assure submission of appropriate financial statements and reports to the Department and local governments and maintenance of fiscal records in accordance with regulatory standards and Generally Accepted Accounting Principles.
6. Provide fiscal, budgetary, and programmatic accountability by monitoring revenues and adjusting expenditures to manage the CSB's budget.
7. Manage grants, assets, and CSB financial resources in accordance with Generally Accepted Accounting Principles.
8. Maintain the CSB's reimbursement system and negotiate contracts with responsible third party payors consistent with the statutory mandate for the CSB to maximize the collection of fees for services.

9. Promotes positive communication and collaboration among team members and other community resources needed to provide quality services. Conducts self in a professional manner at all times. Participates in team meetings unless absence is excused, completes proper written communication and relays other helpful information as necessary by voice mail and/or e-mail. Serves on designated teams, committees and work groups.
10. Ensures all required certifications and/or licensure are kept up to date. Attends/provides other training as required to meet personal professional development and/or program needs.

Human Resources Management (Personnel) Operations

1. Serve as the chief personnel officer and hiring authority for all CSB employees. With the Board's approval, the incumbent may delegate these duties as desirable and appropriate.
2. Establish and maintain a public sector human resources and healthcare workforce management and development system.
3. Employ staff as necessary to support programs, services, and CSB operations following budgetary and personnel policies established by the Board.
4. Develop and monitor CSB human resources management policies and recommend revisions as necessary for approval by the Board.
5. Support staff professional development through assessment of staff training needs and provision of or support for staff training opportunities.
6. Respond to employee grievances and other staff issues that reach the executive director level.

Community and Public Relations

1. Enhance public awareness of and support for the CSB's mental health, developmental, and substance use disorder services.
2. Serve as the public relations officer for the CSB by providing an effective public information program for the Board and its services; serving as liaison for media and public information; and assuring the maintenance of up-to-date public relations information describing CSB services.
3. Maintain relationships with contractual agency directors, local human service directors, local government executives, legislators, and other local, state, and federal agencies and their staff as necessary to accomplish the requirements of the position.
4. Collaborate and consult with other behavioral healthcare organizations in the community, other community services boards, and other agencies to heighten visibility, influence, and public relations at local, state and federal levels.
5. Develop and maintain communication channels between the CSB and appropriate local, state, and federal agencies by:
 - a. appearing before local governing bodies to provide information regarding the CSB's programs and budget,
 - b. meeting with the city managers and county administrators as necessary,
 - c. meeting with state community services administrators as necessary,

- d. communicating with state agency staffs as needed, and
- e. attending meetings and participating in the Virginia Association of Community Services Boards.

Physical Plan Operations

1. Plans, implements, manages and evaluates the agency physical plant functions in support of NRVCS' Vision and Mission.
2. Plans, directs and oversees new construction, major renovations and on-going maintenance of existing facilities for the agency's owned and/or leased facilities.
3. Coordinates with the Senior Directors to develop the long-range strategic plan for facilities development.
4. Provides strategic oversight of the master planning regarding infrastructure requirements, building architectural design and engineering and occupancy plans.
5. Oversees external contractors and vendors providing services and/or equipment for facilities operations.
6. Provides reports to the Board of status of facilities and keeps Board informed of potential litigation regarding facilities.

Position Qualifications and Requirements

Education and Experience Requirements

Education: The minimum education required for this position is graduation from an accredited college or university with an undergraduate degree in social work, psychology, rehabilitation counseling, or another human services-related field or in business, public, hospital, or health care administration or another management-related field. Comparable related experience may substitute for education. The preferred education for this position is graduation from an accredited college or university with a graduate degree in social work, psychology, rehabilitation counseling, or another human services-related field or in business, public, hospital, or health care administration or another management-related field.

Experience: The minimum experience needed to fulfill the executive director's responsibilities includes:

- Considerable (e.g., six - 10 years) experience in leading public or private organizations with functions and responsibilities that are similar or comparable to a CSB, including experience at smaller similar or comparable organizations or smaller units in larger organizations;
- Some (e.g., two - five years) experience in reporting directly to a board of directors or other governing body structure that has policy, operational, and fiduciary authority and responsibilities or to the person who reports to the board of directors; and
- Some (e.g., two - five years) experience in working with a broad range of constituents, including individuals receiving services, family members, and advocacy groups in the mental health, developmental, or substance use disorder services or a similar or related human services field.

Experience: The preferred experience includes:

- Extensive (e.g., more than 10 years) experience in leading public or private organizations with functions and responsibilities that are similar to this CSB and are comparable in size (budget and staff) and complexity;
- Considerable experience in reporting directly to a board of directors composed of citizen members that has policy, operational, and fiduciary authority and responsibilities and hires its executive director who serves at the pleasure of the board;
- Some experience in implementing high performance organization or similar organizational leadership development approaches; and
- Some experience with applying the concepts of recovery, empowerment, self-determination, or person-centered planning in mental health, developmental, or substance use disorder services.

Required Knowledge, Skills and Abilities: The incumbent will possess the following demonstrated knowledge, skills, and abilities to fulfill the executive director's responsibilities.

1. Considerable knowledge of the principles and practices of human services administration, business administration, or government program administration and of human resources management and financial management, including budgeting, resource allocation, contract management, monitoring, and auditing is required.
2. Some knowledge of mental health, developmental, and substance abuse programs and services is required, and considerable knowledge of these programs and services and ability to provide clinical or programmatic oversight is preferred.
3. Some knowledge of healthcare financing, contracting, and administration is required, and considerable knowledge of healthcare financing, contracting, and administration is preferred.
4. Some knowledge of planning, evaluation, and quality improvement methodologies and human rights requirements and issues is required, and considerable knowledge of planning, evaluation, and quality improvement methodologies and human rights requirements and issues is preferred.
5. Some knowledge of the concepts of recovery, self-determination, or person-centered planning as they relate to mental health, developmental, or substance use disorder services and the provision of services to individuals with co-occurring disorders is preferred.
6. Skill in formulating policies, developing and administering budgets, negotiating and administering contracts, formulating program plans with goals and objectives, preparing and presenting reports and budget requests, and conducting effective community and public relations is required.
7. Ability to provide effective leadership, inspiring others by example to achieve the mission and vision of the CSB, supervise and elicit superior performance from senior managers and administrators, and maintain high levels of employee engagement within the agency is required.
8. Ability to plan and implement services and related procedures and evaluate their effectiveness is required.

9. Ability to interpret, communicate, and administer current federal and state laws, regulations, and policies that apply to the mental health, developmental, and substance use disorder services is required.
10. Ability to effectively work with other healthcare providers and leaders within the local healthcare system is required, and ability to integrate CSB services and partner with other healthcare providers to plan and deliver desired treatment outcomes and results for individuals receiving CSB services is preferred.
11. Ability to communicate persuasively and concisely, orally, in writing, and electronically, with a broad range of individuals, groups, and organizations and develop and maintain collaborative and supportive relationships with federal, state, and local government officials, individuals receiving services and family members, and advocacy groups is required.
12. Ability to engage in logical, analytical, and rational thinking and use automated data and information to make decisions; work independently, set and achieve realistic goals, solve problems creatively, and mediate disputes effectively; and respond to changing circumstances, manage organizational and financial risk, and adapt during periods of transition and uncertainty is required.

Physical, Sensory, and Environmental Requirement: See Attached

STAFF ACKNOWLEDGMENT:

I have read and fully understand the requirements of this position. I agree to abide by the guidelines set forth and to fulfill the duties and responsibilities of this position. Further, I realize that I am responsible for identifying and addressing issues which interfere with my ability to do so.

Print Name:

Signature:

Date: