



OMBUDSMAN SERVICES
OF SAN MATEO COUNTY INC
ADVOCATE. EDUCATE. EMPOWER.

Executive Director Leadership Opportunity

Overview:

Ombudsman Services of San Mateo County (OSSMC) is one of the most respected and effective organizations of its kind locally, if not nationally. We **advocate** for the vulnerable residents of long term care facilities, **educate** facility staff and the community about high standards of care, and **empower** residents to speak up for themselves. Our mission is to challenge long term care facilities to deliver the highest level of care while advocating for the health, safety and dignity of the residents and to work to improve the system of care.

At the heart of our work nearly 50 dedicated volunteer Ombudsmen, who are trained to work with our staff, make it possible for us to provide an outstanding level of service to nearly 500 facilities in our community. They are caring and courageous advocates for those who cannot (or dare not) speak for themselves.

We have an annual operating budget of approximately \$850,000. When the value of volunteer services and in-kind contributions is included, the value of our operations exceeds \$1 Million. As we continue to expand our reach and impact, the budget has the potential to grow in the next few years. We may not charge for our services and thus rely on the support of the community we serve. Funding comes from a variety of sources, including approximately 48% from government agencies, 28% from foundations and health care districts, 16% from individual donors and 8% from investment income.

The Executive Director works in partnership with an engaged 11-member Board of Directors for the day-to-day operations of the organization and for the achievement of the major strategic objectives. The Executive Director supervises and maintains strong relationships with staff, volunteers, funders, community and political leaders. Current staffing includes 9 positions, 4 of which report directly to the Executive Director.

The Board and staff have identified the following strategic priorities for 2017 to optimize what we do best, while enhancing the resources and services needed to serve our broad community. The specifics of a longer term strategic plan will be developed with the new ED at the helm.

- Community outreach and visibility;
- Volunteer recruitment, retention and engagement;
- Fundraising with a focus on expanding community support;
- Political advocacy at a local and state level; and
- Organization systems and infrastructure to support continued growth.

For more detailed information on the organization, programs and accomplishments, and leadership visit our website at <http://ossmc.org/>.

The Ideal Candidate

Ombudsman Services of San Mateo County seeks a seasoned leader and hands-on manager, who will serve as a visible and vocal advocate for the vulnerable residents in long-term care facilities. He or she should have a proven track record of attracting and sustaining public and private funding and exceptional communication skills, as well as tenacity and political astuteness. Candidates should feel comfortable working in a volunteer-driven organization that values personal and professional integrity, community partnerships, and building a diverse cultural and economic base of support.

The next several years at OSSMC will provide a rewarding and highly visible leadership opportunity. Starting with a well-respected organization, talented staff, dedicated volunteers and board, supportive community leaders and opportunities for continued growth, the next Executive Director will help OSSMC sustain its quality programs while focusing its strategic direction in response to changing opportunities and needs. This is a full-time, exempt position based in Redwood City.

Essential Requirements

The ideal candidate will possess many of the following skills and experience:

- Commitment to our mission and values.
- Experience with, or a deep understanding of, the issues, regulations, and trends impacting long-term care, health care and/or aging services.
- Exceptional communication skills including writing, public speaking, facilitation, and consensus building.
- A proven track record in attracting and sustaining community support – major gifts, government, and foundation support.
- Senior management experience in an organization of comparable size and focus.
- The ability effectively to represent the organization and residents among diverse stakeholders in the community.
- The ability to attract, develop, retain, motivate and lead staff and volunteers while maintaining a high level of performance.
- Financial and/or business management of a budget of comparable size and revenue streams.
- The ability to work in close partnership with a community Board of Directors to lead the organization in response to current and anticipated needs and opportunities.
- Bachelor's Degree in appropriate field, Master Degree preferred

In addition, candidates will need to:

- Meet state certification and conflict of interest requirements
- Have experience working with Microsoft Office, accounting and fund development database applications, and the Internet.
- Work occasional nights and weekends as needed to support Board and community events. We offer flexibility to accommodate these obligations.
- Provide his/her own car, insurance, and valid CA driver's license to travel throughout the County and State
- Pass a background check and fingerprinting mandated by the State of California

Deadline for applications: February 10th or until the position is filled

Estimated Start date: April 2017

Compensation: OSSMC is prepared to offer a competitive compensation package. Though candidates from beyond the Bay Area are encouraged to apply, funds are not available for relocation or housing assistance.

Confidential Application Process: Email your cover letter (Word or PDF document) summarizing your interest, qualifications, compensation requirements and experience along with a current resume to: OSSMCsearch@nonprofitmentor.org with "Ombudsman Services" in the subject field. Resumes must have a cover letter to be considered. Inquiries from candidates are welcome and should be directed to Margaret Donohoe, Leadership Transition Consultant at (408) 979-0572.

Executive Director Job Responsibilities

Drive Community Relations, Advocacy, Visibility and Fund Raising (40% of job responsibilities*)

- Provide a credible and informed presence for OSSMC in the community.
- Develop and maintain relationships and collaboration with appropriate community, government, religious, and long term care stakeholders to build a strong awareness of the needs of residents as well as the organization's role in advocating for their needs.
- Serve as an active member in the California Long-Term Care Ombudsman Association and its state advocacy efforts.
- Assist the Board and staff in evaluating expansion opportunities.
- Develop and oversee an annual development plan including government, major donor and foundation support.
- Work with a dedicated, engaged Board of Directors and staff to identify, diversify and secure necessary financial resources from public and private sources, including making "the ask."
- Oversee the development of compelling, accurate and timely funding proposals and reports.
- Review communication strategies and collateral materials including the website, social media, newsletter, donor and promotional materials.
- Involve both the Board and staff in major donor solicitation and fundraising activities.

Manage a Fiscally Sound Organization and Positive Work Environment (30%)

- Lead by example and recruit, train, and retain a strong staff and volunteer team with a broad range of skills.
- Support and recognize the role of volunteers.
- Serve as the default CFO to ensure the organization's sustainability through thoughtful and realistic budget planning and monitoring.
- Oversee monthly financial reporting and payroll, approve expenses and invoices for payment, and sign checks.
- Review operating systems to ensure effectiveness and efficiency.
- Provide financial oversight, ensuring that all funds are disbursed in accordance with contract requirements and donor designations.
- Negotiate all agency contracts and grants.
- Ensure compliance with policies established by the Board of Directors and with applicable federal, state, and local regulations.

Ensure Strategic Program Oversight, Planning and Evaluation (15%)

- Maintain a thorough knowledge of regional issues, applicable regulations, and the stakeholders that support long term care residents.
- Evaluate and implement short and long-range strategic priorities, budgets, and growth plans that are realistic, sustainable and reflect the mission, values and goals of the organization.
- Ensure accuracy of current job descriptions and completion of regular performance evaluations.
- Other duties as assigned.

Partner with the Board of Directors (15%)

- Assist the Board in identifying, recruiting and utilizing Board members with the essential skills to support the mission and vision of OSSMC.
- Ensure effective communications between Board and staff.
- Serve as an active, non-voting member of Board and its committees.
- Provide the Board of Directors with adequate internal reports and external insights to reach strategic decisions and to formulate necessary policies.

** Percentages are provided as a guideline to the incoming Executive Director given the organization's priorities for the first 12 to 18 months of the job.*