



<b>Job Title</b>	<i>Executive Director/CEO</i>
<b>Area/Department</b>	<i>Executive/Administration</i>
<b>Reports To</b>	<i>Board of Directors</i>
<b>FLSA Status</b>	<i>Exempt</i>
<b>Last Revision Date</b>	<i>7/9/25</i>
<b>Approved By</b>	<i>ACH Board</i>
<b>Work Schedule &amp; Location</b>	<i>Min 40+ hours per week at ACH Campus; periodic weekends and travel required</i>

## Organization

Founded in 1992, A Child's Haven has helped struggling children in the Upstate of South Carolina acquire the skills necessary to be successful in school and beyond for more than 30 years. Most children enrolled at ACH, a therapeutic childcare center, have been expelled from mainstream childcare settings, experienced trauma and live in low-wealth environments.

With revenues of \$3.5 to four million, A Child's Haven offers those we serve the life-changing, two-generational therapeutic services they need to thrive. To learn more about how A Child's Haven continues to be a vital resource for families in Greenville County and address the complex needs of children impacted by trauma, abuse, neglect, or poverty, please visit [achildshaven.org](http://achildshaven.org).

## Position Description

Reporting to the Board of Directors, the Executive Director/CEO (ED/CEO) will have overall strategic and operational responsibility for the programs, staff and mission execution for A Child's Haven. The ED/CEO is responsible for all components and outcomes of the organization by leading and developing staff to implement programs and initiatives in support of the mission. The ED/CEO oversees the daily operations of the organization and is responsible for setting the tone for the agency's culture.

Working with the organization's Board and Leadership Team, the ED/CEO articulates the organization's vision and drives messaging and branding. He/she represents the organization to the public through speaking engagements and other community-oriented events with a strong external focus. In partnership with the Board, the ED/CEO leads long-term planning, and builds the strategy, team and resources needed to achieve it. The ED/CEO is supported and evaluated by the Chairperson of the Board, a volunteer position. He/she is the primary voice and representative for the organization with all stakeholders, interacting effectively with community partners, funders,

donors, volunteers, government officials, referral organizations and families served by the program.

## **Duties and Responsibilities**

### **Leadership and Management**

- Commits to and carries out the mission of ACH.
- Ensures ongoing programmatic excellence, rigorous program evaluation, and consistent quality of finance and administration, fundraising, and communications, continuously providing the board with data and information needed to monitor programs and organizational effectiveness, efficiency and impact.
- Responsible for organizational growth and sustainability.
- Responsible for fiscal stewardship, managing programs according to board-adopted financial policies and budget guidelines. Works with controller to prepare and propose a budget to the board in a timely manner each year.
- Directly supervises and evaluates all Director-level positions for all critical functions.
- Sets staff salaries and contractor compensation within budget constraints, with input and guidance from HR contractor, and a focus on maintaining pay equity.
- Responsible for maintaining CARF accreditation, Medicaid Licensure, and DSS Child Care Licensure.
- Creates and promotes a positive work environment and a culture of transparency, open communication and teamwork throughout the organization.
- Works with the Board of Directors and staff leadership to develop and implement effective strategies that move the organization forward, improve efficiencies and position it to offer the highest level of care possible.
- Seeks the board's approval on business decisions per policies.

### **Board Development and Governance**

- Works with designated board committee to routinely assess and identify the skills, expertise, and attributes needed for the board; recruits new board members accordingly and facilitates orientation of these new members.
- Regularly reviews board committee structure and individual committees to ensure alignment with organization's mission and strategic goals and works with board chair to identify committee members and shepherd their experience.
- In conjunction with board chair, develops agendas for board meetings and keeps all board members engaged in the work of the organization.
- Participates in board meetings and ensures board members have necessary information and meeting materials in a timely manner.
- Develops and sustains strong working relationships with all board members.
- Shares appropriate information in a timely manner with the board to ensure they are informed and educated about ongoing organizational activities and changes in the field in which the organization serves.
- Regularly attends board-governed meetings as a non-voting member and ensures committees have staff support and needed materials/information.
- Assists in board assessment process, annual processes and obligations per CARF.
- Evaluates assessment results and identifies board development opportunities in collaboration with the governance committee and board chair.
- Facilitates board chair and other board leadership transitions annually, providing stability, continuity, guidance and a focus on achieving the organization's vision and mission.

## **Fundraising and Communications**

- Serves as organization's primary representative/spokesperson and the "voice" of the agency.
- In conjunction with the full board and staff, develops and upholds the brand and messaging that conveys the organization's mission effectively and should be used consistently by all of the organization's ambassadors.
- Works with experts in marketing and communications to promote the organization and build awareness among all of its primary stakeholders.
- Responsible for pursuing public policy advocacy and community-wide collaboration.
- Coordinates public relations, communications and advocacy efforts.
- Develops a fundraising plan and coordinates overall fundraising efforts, delegating and supervising work effectively.
- Actively solicits contributions from donors, corporations and foundations on an ongoing basis.
- Oversees and participates in a robust donor stewardship program that proactively cultivates donors and focuses on building long-term relationships.
- Engages board members in fundraising activities, ensuring staff support for these efforts.

## **Planning**

- Leads and engages the board in the Strategic Planning process and program evaluation.
- Responsible for implementation and continual updating of the strategic plan.
- Provides administrative support for board policymaking.

## **Qualifications- Knowledge, Skills, Abilities**

- In-depth knowledge in Human Services, Public Health, Child protective services, social services, child welfare system, trauma-informed practices and/or Infant Mental Health.
- Minimum of 5-7 years of nonprofit leadership experience
- Two to five years of senior management experience; track record of effectively leading a high volume of employees and volunteers with a person-centered approach focused on team building, ensuring accountability and emphasizing responsibility
- Excellence in organizational management with the ability to coach and develop a strong team, set and achieve strategic objectives, and manage a budget
- Deep understanding of financial strategies and finance-related performance metrics
- Demonstrated ability to develop and implement successful strategic plans
- Unwavering commitment to quality programs and data-driven program evaluation
- Experience with developing, monitoring and auditing organizational policies and procedures (Quality Assurance)
- Past success working effectively with a board of directors with the ability to cultivate board member relationships
- Ability to identify and establish meaningful community partnerships to advance the mission
- Strong aptitude for verbal and written communication and making compelling presentations
- Proven record of forming and maintaining strong relationships with referral agencies, donors and funders
- Experience and proven success with writing and submitting strategic grants

## **Special Position Requirements**

- Must be willing to travel regionally and sometimes nationally

- Must be able to network effectively and cultivate relationships within the community
- Must be able to work in varied environments with various stakeholders
- Must be able to manage time effectively, prioritize and practice self awareness to effectively manage stress associated with the role
- Must be able to successfully adapt to the annual transition in Board of Directors
- Must be proficient in Virtual applications, Excel, PowerPoint, Google Drive, DropBox, and multiple database platforms used in the organization (Talisma, Nest, Insperity)

## Education and Experience

- Minimum of four-year bachelor's degree in Business, Education, Mental Health, Public Health, Non-profit Administration, Human Services, Public Health, Early Childhood Development; or related field
- Minimum of 10+ years combination of professional training and development, work-based internships, civic duty, and direct service delivery to children and families in the professional field
- Program design and evaluation
- Performance Measurement and Grant Writing
- Proven record of success in implementing effective fundraising strategies
- Strong experience with marketing and event planning with the ability to engage a wide range of stakeholders and cultures
- Documented experience of working with/on nonprofit boards

## Preferences

- Multiple Degrees and/or master's degree preferred in related fields of organization
- Infant & Early Childhood Mental Health Endorsed
- Experience working with Child Protective Services
- Experience working as Child Care Director
- Volunteer Coordination experience
- Community-based program design and evaluation

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Physical Demands:

- Must be able to remain in a stationary position (e.g., sitting or standing) for extended periods, typically up to 50%–75% of the workday.
- Occasionally needs to move about inside the office to access file cabinets, office equipment, or attend meetings.
- Occasionally needs to move about the community.
- Constantly operates a computer and other office productivity machinery, such as copy machine and printer.
- Frequently communicates with coworkers, clients, visitors and donors. Must be able to exchange accurate information in these situations.
- Occasionally positions self to access low storage areas, such as filing cabinets or under desks.
- Must be able to visually assess documents and computer screens for extended periods.

## 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.

- Main Campus
- Community

Reasonable accommodation will be made for otherwise qualified individuals with a disability.

## Citizenship Requirements

- Must be authorized to work in the United States. No sponsorship provided.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

By signing the attached, I agree that I have had the opportunity to read the above job description. Additionally, I have had the opportunity to ask any questions regarding the above job description. I understand and agree that I must be able to perform the essential functions of this job with or without an accommodation. I further understand that any requests for reasonable accommodation, as it applies to the above job description, must be submitted in writing to the Board of Directors.