



Job Description – NCACDSS Executive Director

The North Carolina Association of County Directors of Social Services (NCACDSS) is a non-profit association representing the social service directors across North Carolina's counties. The association's mission of informing, educating, and empowering its members is accomplished by:

- Promoting sound and progressive social planning and effective methods,
- Educating state and federal policy-makers and the public regarding the impact of social services policies on individuals, communities, and county social services operations,
- Collaborating with policy makers, government agencies, community-based and grassroots organizations to improve and strengthen the capacity and delivery of effective services,
- Facilitating communication between and among county social service agencies, and state and federal administrative agencies, including the exchange of knowledge and best and promising practices.

NCACDSS's governance structure includes the Executive Committee also known as the Board of Directors which consists of the President, First Vice President, Second Vice President, Treasurer, Secretary, Immediate Past President, the six regional representatives, Historian, Parliamentarian and the chairs of the following committees: Children Services, Adult Services, Economic Programs, Advocacy and Issue Management, Nominating, Strategic Planning and Professional Capacity and Personnel. Within the Executive Committee is the Leadership Committee, which consists of Officers of the Association including the President, First Vice President, Second Vice President, Treasurer, Secretary, and Immediate Past President.

NCACDSS is in a time of transformation and growth and requires its next leader. We're searching for an Executive Director (ED) who has strong leadership skills and the ability to approach the position from a creative point of view. The ED will lead various key functions of the organization. The ideal candidate has extensive experience within the nonprofit industry, preferably having worked their way up to an executive role. We believe this trajectory helps a person develop a unique mix of business and management expertise, plus proficiency with the practices, policies, and procedures of our industry. The ED will be responsible for overseeing all operational aspects of the organization, working closely with, and reporting directly to, NCACDSS's Leadership Committee. The ED will partner closely with other members of the Executive Committee, and support standing committees across various program areas and functions. The position will be charged with ensuring organizational efficiency, operational excellence, and strategic alignment with key stakeholders. This role will be critical to advancing the organization's mission and serving as a role model while maintaining operational excellence and

sustainability. At the direction of the NCACDSS Board and under the supervision of the NCACDSS Leadership Committee, specifically the President, the ED shall:

Objectives

- Drive organizational vision and operations strategy
- Support the translation of strategy into actionable steps for growth, support implementing Association-wide goals, performance management, and annual operations planning
- Oversee Association operations ensuring compliance with applicable business and non-profit regulations, and take appropriate action when necessary
- Build a highly inclusive culture that ensures its members can thrive, feel valued and have the opportunity for active engagement.

Key Responsibilities

Strategic Leadership & Planning

- Partner with the Executive Board to develop and implement strategic plans and organizational goals
- Lead operational planning and processes and ensure alignment between strategic objectives and day-to-day operations
- Planning, organizing, and directing major conferences, annual meetings and retreats, as well as smaller regional meetings
- Identify opportunities for organizational growth, efficiency improvements, and innovation
- Monitor key performance indicators and metrics to assess organizational health and progress to strategic goals

Operations Management

- Oversee daily operations of NCACDSS
- Develop, implement, and monitor operational policies, procedures, and systems
- Ensure compliance with all federal, state, and local regulations affecting nonprofit operations.
- Lead organizational risk management and quality assurance initiatives
- Manage vendor relationships and strategic partnerships
- Manage relationship with property managers/lessor
- Develop and lead efforts to oversee historical archives and legacy materials

Marketing & Communications

- Support the development of communications strategies aligned with organizational mission, strategies, goals, and values
- Oversee brand management, messaging consistency, and visual identity across all channels and touchpoints (website, social media, listservs, media, advocacy etc.)
- Analyze performance metrics and ROI to optimize strategies and resource allocation

Financial Management & Support

- Collaborate with Executive Committee and fiscal partners on budget development, operational resource planning, and expense management

- Provide oversight of budgets/contracts under purview with forecasting, expense management, and tactical planning including overseeing audits, asset management, and financial reporting
- Support financial sustainability efforts by leveraging systems and continuously improving processes to further advance the organization and position it for operational growth

Technology & Systems Management

- Oversee information technology infrastructure and systems
- Lead digital transformation initiatives to improve efficiency and Association effectiveness
- Ensure data security, privacy compliance, and technology governance
- Evaluate and implement new technologies to support mission and membership

Board and Stakeholder Relations

- Support board governance through preparation of agendas, reports, and presentations
- Serve as a key liaison between staff and the Board and any of subparts
- Serve as key staff liaison with partner associations, agencies, and various Social Services Boards
- Represent the organizations at key stakeholder meetings, conferences, committee meetings, and external events

Minimum Qualifications

- Bachelor's Degree
- At least five years of progressive leadership experience in nonprofit or human services
- Demonstrated experience in operations management, strategic planning, and organizational development

Preferred Qualifications

- Master's Degree in Public/Business Administration, Non-Profit Management, Public Policy, or other related field
- Three or more years of experience in executive leadership roles – preferably in the nonprofit sector and at its most senior level
- Seven years of organizational management experience, preferably in nonprofit sector
- Strong financial/budget experience
- Knowledge of nonprofit governance, compliance, and regulatory requirements
- Excellent leadership, communication, and interpersonal skills
- Proven ability to manage multiple priorities and diverse membership needs
- Experience with board relations and stakeholder management
- Knowledge of governmental and county systems
- Knowledge of NC's 100 diverse counties

Applicants who do not meet all listed qualifications but possess an equivalent combination of training, education, and experience that provides the required knowledge, skills, and abilities are encouraged to apply.

Core Competencies

- **Strategic Thinking:** Ability to see the big picture while managing operational details
- **Leadership:** Inspiring and motivating teams toward common goals
- **Financial Acumen:** Understanding of nonprofit financial management and sustainability
- **Communication:** Excellent written and verbal communication skills
- **Problem-Solving:** Creative and analytical approach to organizational challenges
- **Adaptability:** Comfort with ambiguity and ability to navigate change
- **Collaboration:** Strong partnership and team-building capabilities
- **Integrity:** Commitment to ethical leadership and organizational values
- **Cultural Fit:** Respectful and professional relationships with staff, membership, DHHS and other key stakeholders;
- **Industry Understanding:** Thorough understanding of NCACDSS work, the agencies it supports and will already have a good idea of what your organization is doing and what its biggest challenges are.
- **Modern Functional Expertise:** Deep, specialized knowledge in a specific business and possesses the ability to apply that knowledge strategically to solve problems, improve processes, and drive tangible results for the organization.
- **Excellent Communication Skills:** Effective communications with vendors, key stakeholders, and top government officials about who the organization is, goals, and why it's important. As the main representative of NCACDSS, it is important that the Executive Director can speak with confidence, which is why communication skills are essential to the job.
- **Drives Results:** Ensure the Association's success through the execution of ideas to achieve a set goal.
- **Learn Relentlessly:** Invest in relentless learning.

WORKING CONDITIONS:

Work is performed mostly in an office setting. Travel is regular, mostly at structured times, and requires overnight training, meetings, and conferences. The team member must occasionally lift and/or move up to 25 pounds. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Job Type: Full-time

Job Location: Central NC/Raleigh area preferred