

# Position Profile: Executive Director

Westerville Area Resource Ministry

Location: Westerville, OH

## About the Westerville Area Resource Ministry

The Westerville Area Resource Ministry (WARM) serves individuals and families in the Greater Westerville Community area who are journeying toward a God-reliant, self-sufficient life. Starting with a single food pantry in 1972, WARM has helped meet the dynamic and growing needs of its community for 50 years—with emphasis on food assistance, employment programming, and spiritual encouragement. The staff and Board at WARM believe in compassionate service, the inherent dignity of every individual, and that all people can find healing and hope through a relationship with God.



WARM is one of the area's only organizations dedicated to providing both practical and spiritual support. With rising rates of inflation, increased costs of living, and other systemic challenges, many families in Westerville are finding it harder to meet their needs. In response, WARM's programmatic reach has expanded to a comprehensive model including resource referrals, educational services, employment support, and other efforts to help families in times of need. Signature initiatives today include Choice Market, Kids Lunch Club, Way2Work, Share Bac a Pac, and a robust volunteer program that engages hundreds of individuals that provide more than 30,000 hours of support annually.



Each year, WARM's dedicated staff and volunteers work with thousands of children, adults, and seniors—to provide a lifeline to the individuals and families who most need support, and to foster a healthier community for all. With an annual operating budget of nearly \$3 million, WARM is positioned to expand its mission, to encourage individuals to achieve a God-reliant, self-sufficient life while restoring dignity and hope with a "hand up, not a hand out."

## The Opportunity

WARM seeks a visionary, community-oriented, collaborative, and spiritually driven leader to guide the organization's continued impact serving the Westerville community. The incoming Executive Director will partner with a committed Board and staff to develop a vision and strategy for continued growth, while delivering on the organization's current objectives to serve the unknown, unseen, and underserved; extend hope to those they serve; and improve stakeholder relationships.

As the leader of a staff with deep commitment to WARM's mission, the incoming Executive Director will be responsible for leading the day-to-day operations, finance, and community relations. This individual

will develop a strategy and engage key partners, expand WARM's reach, pilot new and innovative initiatives, and implement a sustainable model for long-term growth. In addition, the incoming leader will leverage WARM's long-held position as a leader in wrap-around services and impact serving the community of Greater Westerville. The incoming leader will bring deep management experience and a commitment to working collaboratively with a cohort of diverse staff and volunteers to serve the community with short-term assistance, educational services, and spiritual support.

The leader will combine their commitment to WARM's mission with their understanding of nonprofit operations, finance, strategic planning, fundraising, and management to lead the organization into its next era. A successful candidate will balance emotional intelligence with operations and will work together with the Board to engage partners, advocates, and funders to generate support for the organization. The Executive Director will maintain relationships with individual and institutional donors, volunteers, faith leaders and congregations, program partners, and community members and establish and cultivate new relationships with supporters that have the capacity to drive the organization's growth and continued impact forward.

## About the Position

The Executive Director is the chief steward of the WARM brand and will thrive in collaborative roles, bringing operational expertise; spiritual leadership; and a dynamic, nimble, and responsive approach to understanding and addressing community needs.

The Executive Director will report to the Board of Directors and lead a team of 19 and hundreds of volunteers. Direct reports include Director, Operations; Supervisor, Client Relations; Manager, Workforce Development; Manager, Volunteer Services; and Director, Development and Communications. Building on the organization's signature programs and exemplary reputation, the new Executive Director will chart the course to expand the organization's impact.

The Executive Director provides leadership in the development of innovative programs to support the mission. The role also supports the health and integrity of the organization through operational and financial oversight and execution of the policies authorized by the Board of Directors. The recruitment and retention of the highest quality staff, and management of staff functions, is a critical responsibility.

### Key Position Functions

**Strategy and Planning:** In collaboration with the Board of Directors and leadership team, the Executive Director drives strategic planning and leads the development and implementation of a plan to deliver the strategy. The Executive Director assesses organizational capacity to implement strategies and identify gaps in systems, services, and staffing. The Executive Director will also assess the efficacy of current programs and emergent initiatives and, as appropriate, develop plans for sustainable, scalable growth.

**Team Management:** The Executive Director supervises leadership positions, establishes performance goals, and drives organizational culture. The Executive Director is accountable for building and leading high-performing teams, ensuring all teams are aligned and collaborating to achieve organizational results. Within the established policy governance model, and in line with the established policy governing the actions of the Executive Director, the Executive Director is responsible for all hiring, promotion, disciplining, and discharging of WARM staff, both paid and volunteer. This position is ultimately responsible for ensuring that the culture of WARM is compassionate and kind and serves clients well, representing the best of Christian faith regardless of a client's beliefs or values. This position

is responsible for ensuring that goals of inclusiveness and diversity in service to clients and among staff and volunteers are met.

**Financial Management and Resource Development:** The Executive Director is charged with driving key results in connection with financial performance, fundraising, and organizational viability. Working collaboratively with the leadership team and Board of Directors, the Executive Director will manage organizational spending, monitor budget compliance, and mitigate financial risks. Oversee the creation of the annual budget, ensuring that budget expectations are met and communicated. Prudently manage the organization's resources within budget guidelines. Ensure accurate financial reporting and support the Board in financial oversight.

**Community Building:** Understanding that WARM serves many underserved and hard-to-reach clients, the Executive Director works to effectively build and sustain relationships with diverse staff and constituencies. The Executive Director will interact regularly with volunteers, donors, local churches, ministry partners, Westerville City Community officials, local businesses, and various civic, religious, and community organizations. Community building includes casting awareness, seeking new funding and partnership opportunities, and leveraging professional contacts to advance WARM's mission.

## Qualifications

### Education:

- Bachelor's Degree (or higher) in Business, Public Administration, Social Services, or related field.

### Experience:

- Seven or more years' experience in progressive leadership roles.
- Demonstrated success in leading a team of director- and manager-level leaders to collaborate in achieving shared goals.
- Proven understanding of nonprofit governance and board relations.
- Previous fiscal management accountability and hands-on budget management, including budget preparation, analysis, decision making, and reporting.
- Significant strategy-development experience and demonstrated ability to operationalize strategies with appropriate goals and accountability measures in place.
- Proven ability to steward, engage, and collaborate with a large and diverse volunteer base (*preferred*).
- Previous leadership experience in a social-service organization and knowledge of the Central Ohio nonprofit landscape (*preferred*).

### Skills:

- A track record of building credibility within the community that has resulted in major gifts or grants, both from public and private sources for a nonprofit.
- Strong organizational abilities including planning, delegating, program development, and task facilitation.
- Demonstrated transparent, high-integrity, and strategic leadership within a changing environment.

- Exemplary verbal and written communication skills
- Ability to convey WARM's mission and values and its strategic future to staff, Board, volunteers, donors, and community stakeholders.

### **Personal**

- A Christian with a sincere desire to serve God and people with an understanding of and respect for the various expressions of faith.
- A cooperative spirit and enthusiasm working with diverse groups, volunteers, volunteer programs, and Board of Directors.
- A passion to serve the mission and philosophy of WARM.
- A commitment to maintaining a strong presence in the Westerville community.

### **Competencies and Attributes for Success in the Position:**

- Strategic mindset
- Communicates effectively
- Organizational savvy
- Drives vision and purpose
- Builds effective teams
- Action oriented
- Balances stakeholders
- Financial acumen
- Instills trust
- Ensures accountability
- Collaborates
- Resourcefulness

### **Compensation:**

The expected salary range for this position is \$95,000 to \$125,000, commensurate with experience.

## **Application Process**

Benefactor Group is pleased to be assisting WARM with this executive search. Applications will be reviewed as they are received. All applications are considered highly confidential. To be considered for this position, please send a resume and formal cover letter in PDF format to:

**Benefactor Group Recruitment Team**

[HR@benefactorgroup.com](mailto:HR@benefactorgroup.com)

<http://www.benefactorgroup.com>

To learn more about WARM, please visit <https://warmwesterville.org/>.

Please do not contact WARM staff or Board with questions or interest in the role. All inquiries about the position should be directed to Benefactor Group.