



HelpLine – Executive Director

Position Profile

Location: In-person, Delaware, Ohio

About HelpLine

Based in Delaware, Ohio, HelpLine leads a coordinated community effort to connect people with the right community resources and critical support across a multi-county area in northcentral Ohio.

HelpLine’s highly trained professionals offer compassionate support to anyone in a crisis or in need of information through the free 24/7 hotline and text line, the Sexual Assault Response Network (SARN), the Crisis Engagement Coordination Program (CEC), and the Connections Volunteer Center. In addition, HelpLine’s prevention programs influence change by promoting and advocating for emotional health and wellness through addressing risk and protective factors to reduce the potential for harm around suicide and depression, sexual assault, older adult isolation, and family violence.

HelpLine’s programs are rooted in relationships with local nonprofits and agencies, giving the organization the connections and knowledge to engage the community with crisis support, education, and volunteer opportunities. With the dedication of highly qualified staff, in 2023, HelpLine had 43,762 touchpoints across Delaware, Morrow, Crawford, Wyandot, Union, Logan, Shelby, and Miami counties through the 24/7 hotline, crisis programs, prevention programs, education programs, and volunteer opportunities.

HelpLine is accredited by the American Association of Suicidology, Inform USA, is certified by the Ohio Department of Mental Health and Addiction Services, and meets Ohio Core Rape Crisis Standards. As an organization that supports and strengthens the emotional health and wellness of the community through empowering, educating, and connecting, HelpLine is recognized as a key leader in the continuum of mental healthcare and an invaluable resource for central-Ohio residents.

The Opportunity

HelpLine seeks a visionary Executive Director with a track record of success elevating organizational visibility; generating diverse financial support for ambitious, innovative programming; and maintaining and motivating a large cross-functional team. Succeeding an incredibly long-tenured and impactful Executive Director, the incoming leader will be a thought partner to a committed Board and a leader to a seasoned staff who share an unwavering commitment to the organization’s mission.

The essential areas of focus are to: create vision and execute strategy, mobilize people, uphold integrity and respect, collaborate with partners and stakeholders, achieve results, and promote innovation and guide change. HelpLine is the community’s “front door” to mental health services and a trusted community partner to individuals and agencies across the region. The Executive Director ensures the best interests of the organization are represented, utilizes relationships to strategically enhance the mission, and collaborates with a broad range of partners.

The next Executive Director will bring a deep commitment to strengthening emotional health and wellness across the eight-county region HelpLine serves. The Executive Director will be a values-driven,



highly collaborative, strategic leader who will promote a culture of operational excellence among Board and staff. The executive will have a passion for ensuring communities thrive and community members experience hope, help, and healing. As a key leader in the multi-county area, especially Delaware and Morrow Counties' nonprofit community, the Executive Director will represent the organization at the local, state, and national level to further the impact of HelpLine.

About the Position

The Executive Director provides strategic leadership and day-to-day management of HelpLine, reporting to the organization's Board of Directors. The Executive Director will:

- work collaboratively with Board and senior leadership to provide vision and articulate a strategy for HelpLine's future;
- lead a talented, multi-functional and seasoned team managing and delivering direct services to an eight-county area;
- strengthen the organization's position as a community collaborator, partnering with local and regional leaders to identify pathways for continued growth of HelpLine's reach through innovative programs and partnerships;
- demonstrate a passion for the organization's mission and values in their leadership of staff and volunteers; and
- develop and maintain strong, positive relationships with community leaders and system partners to enhance HelpLine's ability to meet the mission and vision.

Key Position Functions

Leadership and Management: Manage a results-driven, client-centered staff and provide inspirational leadership to the team. Cultivate a strong and transparent working relationship with the Board and staff to ensure strategic goals are achieved, opportunities and gaps are identified, and solutions and direction are provided. Facilitate cross-departmental collaboration and continue to strengthen internal communications with staff throughout the organization. Create and promote a positive, inclusive work environment that supports consistency throughout the organization's strategy and operational methods.

Vision and Strategy: In collaboration with the Board of Directors and staff leadership, develop and articulate a vision and strategy for HelpLine's future and mission. Seek and understand input and objectives of the community, Board, staff, and other key stakeholders. Anticipate future needs and developments for the organization. Provide leadership in developing and implementing programmatic, organizational, and financial plans and policies. Ensure plans and activities align with the overall strategy and use a lens that prioritizes diversity, equity, inclusion, and access.

Planning and Innovation: Formulate effective new ideas and innovative strategies to promote the emotional health and wellness of the community. Recognize creative and viable ideas and effectively integrate them into HelpLine's future plans. Work with Board and senior leaders to regularly assess return on investment of all programs to ensure they effectively address community needs, align with



HelpLine’s mission, and increase reach. Understand external environment—changing industry, regulatory trends, and legislation—to ensure risk management protocols are applicable in a changing landscape (e.g., mental health, public health, political, financial, technological).

Communications and Public Relations: Ensure HelpLine and its mission are consistently presented with a positive image to all stakeholders, including Board members, staff, volunteers, funders, community members, partner agencies, and other stakeholders with the same vision. Establish and enhance partnerships with agency leaders, community leaders, elected officials, and others, to further the mission and vision of HelpLine. Serve as HelpLine’s primary spokesperson to the organization’s constituents, the media, and the general public.

Resource Development: Provide vision and oversight on development strategies that will ensure consistency throughout the organization and enhance revenue from major donors, foundations, government agencies, and corporations. Define strategies to secure new and expanded sources of funding. Develop and maintain positive relationships with public, private, and individual donors. Communicate HelpLine’s value proposition and brand to increase the organization’s ability to diversify revenue streams. Steward donor relationships to ensure long-term donor loyalty. Demonstrate a commitment to staff development, growth, and wellness by promoting policies and opportunities that will enhance retention and support work/life balance.

Financial Management: In partnership with the Fiscal Director and Finance Committee, create the annual budget, ensuring that budget expectations are met or appropriately adjusted and communicated. Prudently manage the organization’s resources within grant requirements and budget guidelines according to current laws and regulations.

Qualifications

Education:

- Bachelor’s degree in human service management, nonprofit management, public administration, social work, or a related field required; Masters’ degree strongly preferred.

Experience:

- Ten or more years of experience as an executive or senior level in human service management, nonprofit management, public administration, or social work.
- Licensure in social work or counseling is strongly preferred but not required.
- Proven financial management experience; preference will be given to candidates with experience managing complex, highly regulated local and government grants and contracts.
- Experience building effective community and agency partnerships.
- Experience with crisis or mental health services preferred.
- Personal values that align with HelpLine’s values and proven professional commitment to diversity, equity, and inclusion.
- Fiscal, personnel, and operational experience.
- Significant Board development, fundraising, and communications experience.



- Demonstrated commitment to HelpLine’s mission and personal values that align with HelpLine’s core values: fostering connections; respecting and reflecting all; power of education; supporting volunteerism; serving by empowering; and trusted agency and community leaders.

Competencies and Attributes for Success in the Position:

- Action oriented
- Collaborates
- Drives vision and purpose
- Cultivates innovation and creativity
- Communicates effectively
- Instills trust
- Builds effective teams
- Solid decision-making ability
- Builds partnerships
- Understands organizational culture
- Financial knowledge
- Strategic mindset
- Values transparency
- Seeks feedback
- Proactive
- Non-hierarchical mindset

Compensation

The expected salary range for this position is \$120,000-\$135,000, commensurate with experience, and an outstanding total rewards package including 100% employer-paid medical, dental, life, and long-term disability insurance; a simple IRA plan with 2% employer contribution; and a generous PTO package.

Application Process

Benefactor Group is pleased to be assisting HelpLine 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

<http://www.benefactorgroup.com>

To learn more about HelpLine, please visit <https://helplinedelmor.org/>.

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