

A CENTURY of  
**HOPE**  
CATHOLIC COMMUNITY SERVICES  
CATHOLIC HOUSING SERVICES



# AGENCY DIRECTOR

February 26, 2021

CATHOLIC RECRUITER ASSOCIATES

EXECUTIVE SEARCH • MANAGEMENT CONSULTING



## BACKGROUND

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Catholic Community Services of Western Washington (<https://ccsww.org/>) has as its stated Mission: “Rooted in Catholic Social Teaching and the Gospel imperative, Catholic Community Services and Catholic Housing Services are outreaches of the Catholic Church in Western Washington, under the leadership of the Archbishop of Seattle and the Boards of Trustees. CCS and CHS answer the Gospel call to loving and compassionate service with particular concern for the sanctity of human life from conception to natural death and the dignity of the human person. Our employees and volunteers come from many faith traditions to serve and support poor and vulnerable people through the provision of quality, integrated services and housing. Our focus is on those individuals, children, families, and communities struggling with poverty and the effects of intolerance and racism. We actively join with others to work for justice.” For over 100 years, this living Gospel outreach has provided life affirming services to the marginalized population in Western Washington.

**Position Title:** Agency Director

**Reports to:** CCSWW President

# Position Overview

Key leadership position assuring the provision of integrated consumer-focused human services to regional communities. Directs and manages all aspects of services delivered through the regional Family Centers. Incumbent reports to CCSWW President, CCSWW Executive Leadership Team, and works in collaboration with other Agency Directors in recommending and implementing agency and system-wide goals and objectives. As primary regional ambassador for CCSWW, incumbent articulates and emulates the CCSWW Mission, Values and Service Philosophy. Incumbent builds and sustains relationships with individuals and groups to provide community-based services.

## Major Duties and Responsibilities

### Mission Leader

#### **STAFF**

As primary mission leaders within CCS holds responsibility for continually educating and motivating staff by articulating the mission through meetings, newsletters, etc.

Is responsible for ensuring that each Family Center Director and agency manager is held accountable to the CCSWW Principles of Leadership.

#### **SERVICES**

Is responsible for ensuring that services which are developed and delivered through each Family Center are implemented in a way that upholds the values and mission of CCSWW.

#### **PARISH RELATIONS**

In conjunction with the SW region Family Center Directors, develops and sustains relationships with the parishes and pastors within the CCS-Southwest service area to ensure that parish needs for human services are met through the local Family Centers.

#### **PUBLIC AND COMMUNITY RELATIONS**

Acts as a primary spokesperson for the Catholic Church on issues of human services within the Southwest service area. Is responsible for conveying the position of the Catholic Church and the values and mission of CCS in all public relations efforts.

#### **ADVOCACY**

Works under the direction of the CCSWW President and in collaboration with the CCSWW Agency Directors, the Washington State Catholic Conference and the CCSWW Director of Public Policy to assure that CCSWW develops a comprehensive and effective advocacy strategy. Acts a spokesperson to the local communities, governmental entities and media on advocacy related issues and ensures that CCS-Southwest staff and volunteers are educated and trained to represent CCS and discuss relevant issues with elected officials and other community and business leaders.

## Mission Leader

### **SERVICE DEVELOPMENT AND DELIVERY**

Acts as key leader in developing services within each Family Center that are integrated, strength-based and of the highest quality, relevant to the needs of the surrounding communities, cost effective and consistent with the CCSWW Service Philosophy. Working with the Family Center leadership, assures that each Family Center is built and sustained through the provision of services that are integral to the success of the Family Centers. Oversees the Quality Assurance program and holds each Family Center Director accountable to ensure that Quality Assurance goals and objectives are carried out.

### **SUPERVISION OF FAMILY CENTER STAFF**

Appoints, supervises and reviews performance of CCS-Southwest Family Center Directors, the CCS-Southwest Chief of Staff and other SW regional administrative positions. Assures that each staff member supervised is held accountable to the CCSWW Principles of Leadership and CCSWW Service Philosophy. Holds each leader responsible to provide to their respective staff members clear, consistent and thorough information about agency goals, decisions and rationale, future planning, etc.

### **COLLABORATION WITH CCSWW SYSTEM AND OPERATIONS STAFF**

Works in collaboration with CCSWW and Operations staff, including but not limited to Long Term Care, Family Preservation, Finance and Accounting, Human Resources, Information Services and Legal. Supports and assists the CCS-SW Chief of Staff in the implementation of CCSWW service and operational strategies and decisions within the SW region. Works with the System Directors of Long Term Care and Family Preservation to provide a continuum of integrated services within each Family Center. Assures Family Center compliance with agreed upon annual budgets and fiscal operating protocols and standards. Oversees the development of and recommends for approval the annual budget, and, in consultation with the CCSWW finance staff, assures sound fiscal management of all Family Center resources.

### **FUNDRAISING**

The primary fundraiser in the SW region and as such, works in conjunction with the CCSWW Fund Development Director and supports staff to ensure that sufficient funds are raised to support the work of the Family Centers. Incumbent accomplishes this task by overseeing all Family Center fundraising activities, planning and participating in fundraising events, including CCS Week, the Gala and other local fundraising events. Works with each Family Center Director to identify and meet with prospective donors.

### **FAMILY CENTER ADVISORY COUNCILS**

Is responsible for working with the Family Center Directors on the recruitment, training and orientation of Advisory Council members. Incumbent provides leadership and direction to the councils in the completion of their work on behalf of the Family Center.

### **EXTERNAL PARTNERSHIPS AND COLLABORATIONS**

Is responsible for ensuring that appropriate partnerships and collaborative relationships are established with other organization in the community such as Human Service agencies, Catholic parishes, other church congregations, United Way, Girl and Boys Clubs, vocational technical schools, local government, etc.

Also works with CCSWW to assure the development and implementation of appropriate collaborative relationships with health care providers to ensure that an appropriate continuum of human services and health care services is provided to the community through each Family Center.

## CCSWW Leadership Groups

Convenes and provides leadership and vision to the CCS-SW Leadership and Management teams. Assures that all CCSWW service and operational goals and objectives are supported, clearly and accurately communicated and carried out.

Is member of the CCSWW Directors Group as convened and led by the CCSWW President. Provides input to the President on CCS-SW issues related to carrying out the CCSWW Mission, fundraising and public relations strategies, and advocacy efforts.

## Required Skills and Competencies

- Comprehensive knowledge of human services principles and practices including planning, service integration, quality assurance and fund development strategies.
- Comprehensive knowledge of family and children service delivery systems, focusing on strength-based, individualized and tailored responses.
- Fundamental understanding of accounting principles, including formulating and managing complex budgets.
- Ability to translate complex policy and service delivery issues and facilitate dialogue that influences and results in social change.
- Demonstrated commitment to hiring and retaining people of color; culturally competent with desire to build and enhance knowledge and understanding of people, regardless of race, ethnicity, religious belief, physical/mental abilities, lifestyle, etc.
- Understanding of and commitment to the social teachings of the Roman Catholic Church.
- Commitment to establish and maintain effective working relationships with CCSWW colleagues, CCS-SW staff, religious and community leaders and public officials.
- Effective communicator on all levels, orally and in writing.
- Capacity to supervise others in utilizing a strength-based approach.

## Minimum Qualifications

- Master's degree in Social Services or related field.
- Minimum of seven (7) years in similar leadership position within human services, not-for-profit organization(s), including supervision of key staff.
- Active member of the Roman Catholic Church.
- Proven track record in developing and maintaining effective human services.
- Proven track record in developing and implementing fund development strategies resulting in achieving objectives.

# Compensation and Benefits

Highly competitive with comprehensive benefit package

**Application Deadline:** **April 15, 2021** (Note: We reserve the right to shorten the deadline for applications if we have sufficient interest. Please apply early to ensure your background will be considered.)

For consideration, please email resume to:

Brent Morton  
Vice President  
Catholic Recruiter Associates  
[Brent@CatholicRecruiter.com](mailto:Brent@CatholicRecruiter.com)

Search managed by:

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