



Rudd Johnson | Principal

ACCESS

Building Community

Executive Director

Crown Hill Consulting, LLC advises ACCESS in regard to executive search.

The Organization

ACCESS is a leading, highly respected non-profit agency which has been serving southern Oregon residents since 1976. Their mission states, *“Through partnership with a caring community, ACCESS provides immediate and long-term solutions that lead people in need toward self-sufficiency.”* This mission is accomplished through a number of critical programs in areas including nutrition, housing, energy assistance and weatherization, loaned medical equipment, and support services working directly with individuals, families and veterans. Last year ACCESS served over 52,000 people through an employed staff of approximately 75 and over 1,200 volunteers that donated over 60,000 hours to those in need. Total ACCESS revenue for FY 2019 was just under \$14 million dollars and an additional \$4 million dollars of in-kind donations.

ACCESS is an approved HUD Counseling Agency that promotes affordable, stable rental and home ownership opportunities. The agency manages or owns over 100 units of affordable housing targeted to families, seniors and people with disabilities. Over 1,800 people who were homeless, or at risk for homelessness, were helped last year.

Energy assistance which helped reduce annual heating expense and kept people warm and comfortable in the cold winter months was provided to over 5,200 households.

ACCESS began its life providing food to those in need. Today, ACCESS moves almost 5 million pounds of food through its warehouse annually and supports a network of 24 food pantries, 5 production gardens and a number of meal programs. ACCESS Food Share Gardens produced over 28,000 pounds of organic vegetables for distribution to low income families. Every day the mobile market delivered food to 40 families. Altogether, over 31,000 people benefitted from ACCESS nutrition programs last year.

These, and many other programs and services provided by ACCESS are invaluable to the community.

ACCESS is governed by a 12-member Board of Directors including 4 business community representatives, 4 elected public officials, and 4 members who are representatives for low income constituents. Standing board committees include the Executive Committee, Finance Committee, Development Committee, and Governance Committee. Ad Hoc committees include a Facilities Committee and other special purpose committees as needed for specific tasks.

For additional information about ACCESS and the many programs and services offered, please refer to www.accesshelps.org.

Position Summary

ACCESS is seeking an experienced Executive Director. The Executive Director reports to the Board of Directors and is responsible for effectively leading ACCESS as well as overseeing all financial and operational aspects of the agency. Reporting directly to the Executive Director are 7 key positions including the Nutrition Director, Housing Director, Support Services Director, Finance Director, Operations Director, Development Director and Executive Specialist. In addition, the Executive Director provides oversight as the lead agency for the Continuum of Care Prevention Supervisor. The ACCESS Executive Director serves as the public face and voice of the agency and plays a leading role in building and maintaining collaborative relationships with the social service community as well as communicating the mission of ACCESS and building support for ACCESS with the business community and the public. Working in concert with the Board of Directors, the Executive Director will play a key role in helping to define strategic opportunities and a shared vision for the future of this effective, successful, highly respected agency.

Key Responsibilities

Position responsibilities include, but are not limited to the following:

- **Passionate Belief in the Mission** of ACCESS
- **Operations Management** of all aspects of ACCESS operations to ensure high levels of shared responsibility and success in the achievement of established goals and strategy
- **Fiscal responsibility** through development of sound budgets; management and analysis of revenue and expenses
- **Development focus** that results in robust fund raising strategies that supports ACCESS's needs and opportunities
- **Hire, develop and retain** highly qualified staff; provide training, feedback and accountability mechanisms to achieve high levels of staff engagement
- **Build and maintain relationships** among all stakeholders that reflect the strongest levels of self-sufficiency, self-respect and service to others
- **Communicate clearly and proactively** with multiple groups including the Board of Directors, staff, clients, volunteers, donors, business partners and vendors
- **Facilitate decision making** by providing early stage information and analysis that fosters creative and critical thinking; skillfully bring parties to understanding and agreement
- **Implement policies** with clear, positive communication throughout the organization
- **Help set and support strategic direction** in concert with the Board of Directors
- **Implement best practices for the agency** including program development, client service

- **Support information technology systems** and ensure effective use of technology for ACCESS
- **Ensure compliance** with all requirements of government and regulatory entities; remain current on changing legislative requirements with resulting agency ramifications
- **Support positioning and marketing** of ACCESS's services and values to foster referrals and partnerships to maintain and nurture a strong agency providing essential services to Jackson County
- **Promote and support a healthy, positive, open and inclusive organizational culture** that fosters board collaboration, employee engagement and shared responsibility

Qualifications, Competencies and Personal Attributes

- **Leadership**
 - Sets high standards; seeks input; provides clear direction
 - Inspires and motivates others to achieve goals
 - Evidence of collaborative skills; listens carefully; gains trust easily
 - Helps create a “great place to work” environment
 - Creates a culture of shared responsibility
 - Possesses the strength to take unpopular stands if necessary
- **Strategic Thinking / Visioning**
 - Thinks broadly with a long-term focus
 - Intellectually curious
 - Deals with concepts and complexity easily
 - Anticipates future trends and consequences
 - Possesses an entrepreneurial spirit
 - Identifies and evaluates opportunities for greater efficiency; growth
 - Knowledgeable about proposed policies, protocols, trends and technology in non-profits
- **Work Process Management**
 - Can effectively organize people and activities
 - Is able to separate and combine tasks into efficient work flow; can simplify complex processes
 - Utilizes appropriate metrics to measure progress
- **Creativity and Innovation**
 - Responds to problems or challenges with new perspectives and explores a variety of relevant possible solutions
 - Stimulates the organization to find better solutions and apply them optimally

- **Service Focus**
 - Models behaviors of respect and empathy for those who need and benefit from ACCESS services
 - Dedicated to meeting or exceeding expectations of clients
 - Uses feedback for organizational improvement
- **Communication**
 - Communicates effectively and consistently inside and outside the organization
 - Writes clearly and succinctly in a variety of styles appropriate for audiences
 - Able to speak publicly to varying audiences about ACCESS's mission, successes and garner support from the community and agency partners
- **Decision-making**
 - Makes good decisions based on a mixture of analysis, experience and judgment
 - Sought out by others for advice and solutions
- **Interpersonal Relationship Building**
 - Relates well to all groups of people; builds rapport and a network of agency supporters
 - Visible and involved in the community
 - Is open, friendly and approachable; demonstrates confidence without arrogance; uses diplomacy and tact
- **Personal Integrity**
 - Straight-forward with unquestioned personal and professional ethics
 - Widely trusted by others; keeps confidences; admits mistakes; represents himself/herself honestly without promoting a personal agenda.
- **Emotional Maturity**
 - Does not become defensive or irritated under difficult circumstances
 - Handles stress well; retains sense of balance when the unexpected happens

Professional Experience and Education

- Ten or more years' experience in a senior role with a non-profit or with businesses requiring equivalent skills
- Prior experience as an Executive Director of a community social service agency is desired but not required
- Bachelor's degree in business, management or related discipline or the equivalent in education and experience
- A Master's degree in business, non-profit management or a related discipline or the equivalent in education and experience

The Community

ACCESS is based in Medford, Oregon in the heart of southern Oregon's beautiful Rogue Valley. Located on the I-5 corridor approximately twenty-five miles north of the California border and seventy-five miles from the Pacific Ocean, Medford and a variety of surrounding communities including Ashland, Jacksonville and Grants Pass comprise the commercial and tourist hub of Southern Oregon and far northern California. Portland is readily accessible to the north as are Sacramento and San Francisco to the south. With a local population of nearly 300,000 and a service area population of almost 600,000, the Rogue Valley is comprised of a series of excellent family communities offering outstanding public and private education alternatives and an abundance of youth activities. Ashland is home to Southern Oregon University and Grants Pass is home to Rogue Community College which has campuses in both Grants Pass and Medford. The Rogue Valley's temperate climate has four distinct seasons. The spectacular terrain offers world-class outdoor recreational opportunities including hunting, fishing, boating and river rafting, skiing, road and mountain biking, hiking and camping. Crater Lake National Park and Crater Lake, one of the deepest and most spectacular fresh water lakes in the world is a short ninety-minute drive away. The region also supports an abundance of arts and cultural venues including Britt Music Festivals, one of the best outdoor performance settings in the Northwest, the Craterian Theater for the Performing Arts and the Oregon Shakespeare Festival, the largest repertory theatre company in the nation.

Contact Information to Apply for this Position

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