



JOB DESCRIPTION

Harmony House • Family Violence Prevention Center

Job Title: Executive Director	Effective Date: _____
Department: Administration	Schedule: _____
Supervisor: Board of Directors	FLSA Classification: Salary, Exempt

ABOUT HARMONY HOUSE

Harmony House provides shelter, advocacy, and education to domestic violence survivors. In addition to our emergency shelter, prevention education, and outreach programs, Harmony House partners with the Springfield and Republic Police Departments and the Greene County Family Justice Center to support domestic violence victims as early as possible in multiple locations. We believe robust, wrap-around support services have the most impact on victims long-term, helping them to break the cycle of domestic violence for themselves and their families.

JOB SUMMARY

The Harmony House Executive Director is the key management leader, reporting directly to the Harmony House Board of Directors. The Executive Director is responsible and accountable for leading and managing all areas of Harmony House including administration, programs and services, and strategic planning. This is an active builder role — the ED will lead the organization through intentional growth across programs, funding, geographic reach, and community impact, while upholding the highest standards of client safety, staff wellbeing, and survivor-centered care.

Key responsibilities include:

- Oversight and implementation of the organizational mission
- Development and execution of annual organizational goals
- Development and oversight of the annual operating budget
- Setting and maintaining performance standards for the organization
- Oversight of the annual development plan and fundraising strategy
- Leading geographic and programmatic expansion
- Building sustainable and diversified funding streams
- Marketing, public relations, and legislative advocacy
- Shelter safety, security, and crisis response oversight
- Ensuring survivor-centered, trauma-informed organizational culture
- Human resources, staff wellness, and talent development

GENERAL RESPONSIBILITIES

1) Board Governance

Works with the Board in order to fulfill the organization's mission.

- Responsible for leading Harmony House in a manner that supports and guides the organization's mission as defined by the Board of Directors.
- Responsible for communicating effectively with the Board and providing, in a timely and accurate manner, all information necessary for the Board to function properly and to make informed decisions for the agency.

2) Financial Performance and Viability

Develops resources sufficient to ensure the financial health of the organization.

- Responsible for oversight of the organization's development program and for developing other revenues necessary to support Harmony House's mission.
- Responsible for the fiscal integrity of Harmony House, to include submission to the Board of a proposed annual operating budget and monthly financial statements, which accurately reflect the financial condition of the organization.
- Responsible for fiscal management that generally anticipates operating within the approved budget, ensures maximum resource utilization, and maintenance of the organization in a positive financial position.
- Leads exploration of for-profit and diversified revenue opportunities in collaboration with the Board and Development Committee.
- Oversees development and launch of an organizational endowment fund, including campaign planning and lead gift solicitation, in partnership with the Development Director and Board.

3) Organization Mission and Strategy

Works with the Board and staff to ensure the mission is fulfilled through programs, strategic planning, and community outreach.

- Responsible for implementation of Harmony House's programs that carry out the organization's mission.
- Responsible for strategic planning to ensure that Harmony House can successfully fulfill its Mission into the future.
- Responsible for the enhancement of Harmony House's image by being active and visible in the community and by working closely with other professional, civic, and private organizations.
- Leads and coordinates geographic and programmatic service expansion, including community needs assessments and stakeholder engagement in new service areas such as Christian County and surrounding rural communities.
- Ensures all programs and organizational practices remain survivor-centered and survivor-informed, incorporating survivor voice and feedback into program design and organizational decision-making.
- Acts as the organization's primary media and legislative contact as required.

4) Organization Operations

Oversees and implements appropriate resources to ensure that the operations of the organization are appropriate.

- Responsible for the hiring and retention of competent, qualified staff.
- Responsible for the effective administration of Harmony House operations.
- Responsible for signing all notes, agreements, and other instruments made and entered into and on behalf of the organization.
- Leads organizational infrastructure planning, including assessment of physical space, technology needs, staffing structure, and multi-year capacity projections.
- Champions and sustains a trauma-informed organizational culture across all programs, operations, and staff interactions, with explicit attention to secondary traumatic stress, compassion fatigue, and staff wellness.
- Oversees organizational compliance with all applicable federal, state, and grant-specific regulations, including VAWA, TANF, HUD funding requirements, mandated reporting obligations, and Missouri Coalition Against Domestic and Sexual Violence (MOCADSV) standards and certifications.
- Holds ultimate responsibility for shelter safety and security protocols, including confidentiality of shelter location, client safety planning, crisis response procedures, and emergency preparedness planning.

- Establishes and enforces organizational confidentiality policies consistent with the heightened standards required for domestic violence shelter operations, protecting client identity, shelter location, and safety planning information at all times.
- Advances the organization's commitment to diversity, equity, inclusion, and accessibility across all areas of operations, programming, and hiring.

SPECIFIC JOB RESPONSIBILITIES

1. Reports to and works closely with the Board of Directors to seek their involvement in policy decisions, fundraising, strategic planning, and to increase the overall visibility of the organization.
2. Supervises and collaborates with the senior leadership team to carry out the organization's mission.
3. Provides dynamic staff leadership and develops a collaborative, positive, and trauma-informed culture within the organization.
4. Provides leadership and direction to the strategic planning process.
5. Plans and implements the annual operating budget.
6. Serves as Harmony House's primary spokesperson to the organization's constituents, the media, and the general public.
7. Establishes and maintains relationships with various organizations and utilizes those relationships to strategically enhance Harmony House's Mission.
8. Oversees and supports Harmony House's annual development plan and collaborates with the Development Director to identify and cultivate other revenue streams.
9. Oversees the organization's annual marketing and public relations plan, including digital content strategy, blog, podcast, and community outreach campaigns.
10. Oversees and prepares leadership for the organization's Board and committee meetings.
11. Establishes employment and administrative policies and procedures for all Harmony House functions and for the day-to-day operation of the organization.
12. Reviews and approves contracts for services.
13. Leads geographic and programmatic expansion efforts, including coordinating community needs assessments and stakeholder engagement in new service areas (e.g., Christian County, rural communities in Barry, Lawrence, and Webster counties).
14. Oversees the assessment and growth of organizational grants capacity, including staffing, pre/post-award processes, compliance procedures, and partnership development to enhance grant writing output.
15. Oversees the creation and launch of an organizational endowment fund, including campaign planning, committee recruitment, and lead gift solicitation in partnership with the Development Director and Board.
16. Leads exploration of for-profit and diversified revenue opportunities in collaboration with the Board and external advisors.
17. Leads organizational infrastructure planning, including assessment of physical space, technology needs, remote flexibility options, staffing structure, and multi-year capacity projections.
18. Oversees succession planning and professional development frameworks for all staff in collaboration with Human Resources.
19. Represents Harmony House in legislative advocacy efforts at the local, state, and federal levels, including cultivating relationships with elected officials, participating in statewide coalition advocacy through MOCADSV, and hosting annual legislative events.
20. Cultivates community partnerships for education, outreach, and marketing, including with professional sports organizations, universities, faith communities, and professional networking groups.
21. Oversees the development and implementation of staff wellness programs designed to address secondary traumatic stress, compassion fatigue, and burnout among shelter and advocacy staff.
22. Holds final accountability for all shelter safety and security protocols, including crisis response planning, emergency preparedness, confidentiality of shelter location, and client safety planning procedures.
23. Ensures organizational compliance with all applicable laws, grant requirements, and regulatory standards, including VAWA, HUD, TANF, mandated reporting obligations, and MOCADSV program certification standards.
24. Ensures survivor-centered practice is embedded across all organizational programs and operations, including maintaining mechanisms for survivor feedback to inform program design and organizational decision-making.

25. Maintains and advances the organization's commitment to diversity, equity, inclusion, and accessibility in hiring practices, program delivery, and organizational culture.
26. Fulfills all obligations as a mandated reporter under Missouri law and ensures organizational systems support staff compliance with mandated reporting requirements.
27. Other duties as assigned by the Board of Directors.

PROFESSIONAL QUALIFICATIONS

- A bachelor's degree preferred; master's degree a plus.
- Transparent and high-integrity leadership.
- Five or more years of senior nonprofit management experience preferred.
- Experience and skill in working with a Board of Directors preferred.
- High-level strategic thinking and planning; ability to envision and convey the organization's strategic future to staff, board, volunteers, and donors.
- Ability to effectively communicate the organization's mission to donors, volunteers, and the broader community.
- Demonstrated ability to oversee and collaborate with staff at all levels.
- A history of successfully generating new revenue streams and improving financial results.
- Active fundraising experience; excellent donor relations skills and understanding of the funding community preferred.
- Previous success in establishing relationships with individuals and organizations of influence including funders, partner agencies, and volunteers.
- Solid organizational abilities, including planning, delegating, program development, and task facilitation.
- Strong financial management skills, including budget preparation, analysis, decision-making, and reporting.
- Strong written and oral communication skills; strong public speaking ability.
- Experience with grant oversight, grant writing, or grants capacity building preferred.
- Experience with endowment development, planned giving, or major gift campaigns preferred.
- Knowledge of trauma-informed practices and commitment to embedding them throughout organizational culture, with specific understanding of secondary traumatic stress and compassion fatigue in DV or social service settings.
- Demonstrated commitment to diversity, equity, inclusion, and accessibility in organizational leadership, hiring, and program delivery.
- Experience in legislative advocacy, community organizing, or government relations preferred.
- Familiarity with the domestic violence sector, VAWA regulations, MOCADSV standards, or related victim services compliance frameworks preferred.
- Understanding of shelter operations, client safety planning, confidentiality requirements, and crisis response specific to domestic violence programs.
- Experience developing or overseeing survivor-centered or survivor-informed program models preferred.
- Knowledge of Missouri mandated reporter requirements and experience implementing compliance systems in an organizational setting.
- Strong work ethic with a high degree of energy.

PHYSICAL REQUIREMENTS

- Performs bending, squatting, sorting, kneeling, and reaching to ground level and overhead as required for tasks such as retrieving files.
- Ability to lift, grasp, carry, push, or pull up to 15 pounds.
- Ability to climb stairs while carrying objects up to 15 pounds in weight.
- Must be able to hold and grip objects.
- May be subject to sitting for long periods of time.
- Visual ability sufficient to operate a computer.

- Specific vision abilities required include close vision, distance vision, color vision, hand-eye coordination, and ability to focus.
- Hearing ability sufficient to communicate in person and by telephone.
- Regularly required to sit, stand, use hands/fingers/arms to perform repetitive movements.
- Must be able to move safely inside and outside of building.

PERSONALITY CHARACTERISTICS

- Conscientious: Carefully and thoroughly does their job; takes pride in work and does not neglect any aspect of their responsibilities.
- Initiative: Self-motivated; begins actions without having to be told to do so.
- Organized: Arranges environment in a systematic manner to achieve objectives.
- Stress Handler: Able to handle mental tensions, pressures, urgencies, and important situations simultaneously.
- Verbal/Nonverbal Communication: Expresses self in a positive manner; is considerate, courteous, respectful, and well-mannered.
- Agreeableness: Has a great deal of interest in other people; feels empathy and concern for others; enjoys helping and contributing to their wellbeing.
- Builder Mentality: Energized by growth and change; comfortable navigating organizational expansion and building new systems, programs, and partnerships.
- Trauma-Sensitive Leadership: Demonstrates awareness of and sensitivity to the impact of trauma on clients, staff, and organizational culture; models self-care and healthy professional boundaries.
- Equity-Minded: Approaches leadership decisions with an intentional lens toward fairness, inclusion, and the removal of systemic barriers for both clients and staff.

OTHER REQUIREMENTS

1. MUST have a current/valid driver's license and current/valid motor vehicle liability insurance. Harmony House does NOT provide insurance coverage for the employee's liability while using personal autos on agency business.
2. MUST pass criminal background checks, which include fingerprinting.
3. MUST pass a 5-panel drug test, which includes marijuana.
4. Must comply with Missouri mandated reporter requirements and complete required mandated reporter training upon hire and as required thereafter.
5. Must maintain strict confidentiality at all times consistent with Harmony House policies and applicable law, including the confidentiality of shelter location, client identity, and safety planning information.

ACKNOWLEDGMENT

I have read this job description (or had it read to me) and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as described. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of the department or organization and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or HR.

Printed Name: _____

Employee Signature: _____ **Date:** _____