NEIGHBORHOOD HOUSING SERVICES OF NEW YORK CITY INC.

CHIEF EXECUTIVE OFFICER

https://nhsnyc.org/

The Organization:

NHSNYC was incorporated in 1982 to provide educational and financial support for the promotion and preservation of affordable and equitable homeownership in NYC. The first program offered low-interest loans to homeowners in underserved low- and moderate-income communities which helped address widespread redlining at the time. Over the subsequent 35+ years, NHSNYC’s commitment to its communities has resulted in:

- 180,000 individuals and families educated on how to successfully achieve homeownership and equally important, on how to prevent foreclosure;
- $1.65 billion in affordable mortgage financing facilitated, resulting in 7,400 first-time homeowners;
- 4,965 rehabilitation loans originated for a total of $109,308,733 resulting in clients maintaining homeownership;
- 1,129 emergency loans originated for issues such as water main breaks, roof leaks and broken stoops (since 1991).

Today with a citywide network of partners in the private, public, and civic sectors, NHSNYC serves approximately 6,000 underserved but deserving NYC low- to moderate-income individuals and families annually—66% of whom earn less than 80% of Area Median Income and 95% of whom are of minority status.

NHSNYC is a federally certified Community Development Financial Institution (CDFI), a housing counseling agency certified by the U.S. Department of Housing & Urban Development, and a chartered member of NeighborWorks America.

Homeownership has had a transformational impact on New Yorkers and our neighborhoods but is an increasingly unattainable goal. Working with NHSNYC, low- and moderate-income residents have the best opportunity to build equity and savings and attain a better quality of life in NYC.

Through financial empowerment and affordable lending, NHSNYC enables individuals and families to invest in, preserve and improve their neighborhoods, their homes and their future. Working in partnership with the private sector, government agencies and local residents and businesses, NHSNYC offers a wide range of services based on the needs of each individual community they serve, including financial and homeownership education, loan origination and mortgage facilitation to support the attainment and sustainability of homeownership for underserved New Yorkers.
The Role:

Location: New York, NY

Reports to: Board of Directors, NHSNYC

Direct Reports: Five direct reports including the Chief Administrative Officer, Director of Homeownership, Director of Lending Services, Director of Human Resources and Controller

Position Summary:

The Chief Executive Officer (CEO) provides direction and leadership for the organization’s mission and vision and communicates the goals of the organization and its work internally and externally, and oversees the organization's strategic plan, programs and initiatives.

The CEO has primary responsibility for managing the organization's day-to-day activities and operations, leading the organization's fundraising, directing and coordinating the work of a professional staff, and serving as the primary spokesperson for NHSNYC.

Working with and reporting to the Board of Directors, the Chief Executive Officer will ensure that the organization is fiscally sound and that its programs and operations meet the needs and interests of its constituents, and the broad goals and objectives of the organization.

Key Accountabilities:

Strategic Leadership & Vision

- Drive the vision and strategy for growth, engaging both internal and external stakeholders to achieve NHSNYC's mission and next level of impact.
- Oversee a strategic planning process in coordination with Board of Directors and senior leadership.
- Explore and evaluate the trends within affordable housing and community development and work to develop new programs and develop strategies to make existing programs more successful.
- Act as an ambassador and spokesperson for NHSNYC; communicate with clients, residents, bankers, business professionals, community leaders, politicians and partners in NHSNYC programs and projects.
- Assure the successful delivery of the NHSNYC ‘full cycle lending’ program services to communities and the effective and efficient operations of the organization.
Financial Management & Administration

- Provide general oversight of all NHSNYC's financial activities; assure the effective management of day-to-day operations and a high-function, efficient organization.
- Together with Chief Administrative Officer and the Controller oversees the development annual plan and budget for the organization before submission to the Board for approval; ensure that the organization operates within approved budget and plan guidelines.
- Provide timely and accurate reports on the financial status of the organization to the Board of Directors.
- Collaborate with the Board to establish and guide the organization's strategic and annual planning and budget process.
- Confirm that the organization establishes accounting policies and procedures that adequately provide for effective internal controls and the efficient, timely processing of accounting transactions.
- Monitor revenues and expenditures on a monthly basis and make adjustments that assure the viability of the organization and each program.
- Ensure that the organization has an annual audit; review the findings and ensure that deficiencies are addressed, and recommendations are given due consideration.
- Oversee information technology system, ensuring the system is integrated, effective and efficient and meets the internal and external reporting needs of the organization.
- Establish procedures to ensure that productivity and other reports required under contracts are submitted to the Board of Directors and external organizations as appropriate on a timely basis.
- Ensure that an effective operating system is in place, evaluating the operating system through internal and external program audits that address the lending and home ownership processes. Address any deficiencies and give recommendations due consideration.
- Assure the filling of all legal and regulatory documents and monitor compliance for relevant laws and regulations.

Fundraising

- Direct the fund-raising efforts of the organization and ensure that the organization secures the necessary resources to meet its goals and objectives.
- Partner with the Director of Resource Development to develop an annual fundraising plan outlining fundraising needs for each department as well as the organization's plans to meet those needs.
- Cultivate and maintain effective relations with private and public institutions including government agencies, utility companies, lending institutions, business groups, foundations, and charitable groups to secure support for core and special programs.
- Solicit capital and operating funds as well as support for the NHSNYC program.
- Engage the Board of Directors and provide resources and support that enable all members to serve as brand ambassadors for the organization.
- Plan and schedule special events such as the annual meeting, neighborhood tours and special fundraising events such as galas and reunions.
- Establish and maintain appropriate resource development committees to assist the organization's fundraising efforts.
- Ensure that all grant proposals, RFQs and RFPs are responded to on a timely basis, and that all grant reports are submitted on a timely basis.
Board of Directors Relationship & Board Management:

- Engage the Board of Directors in both its important governance and fundraising roles by actively communicating opportunities, strategic choices and progress toward goals.
- Regularly report to the Board on the organization’s fiduciary and strategic initiatives.
- Serve as a thought partner to the Board to ensure that relevant, accurate, and timely information is provided to inform and guide the board’s strategic level thinking.
- Support and collaborate with the Board to recruit, develop and maintain a strong pipeline of new and diverse members.
- Build a trusting and transparent partnership with the Board in order to achieve the mission, vision and goals of the organization.
- Seek assistance, if needed, from NeighborWorks America and other organizations on board related issues.

External Relations, Partnership Development & Marketing

- Generate interest in and support for neighborhood revitalization and the NHSNYC program by communicating with community leaders, local politicians, local organizations and institutions, other community-based organizations, other NeighborWorks organizations, block associations, government officials, financial establishments, and local businesses.
- Identify common interests and opportunities to work in partnerships.
- Stimulate interest in and support for community development by attending public forums, by ensuring that marketing materials are distributed and by making presentations.
- Establish, communicate and lead the organization’s multilevel public relations and marketing strategies; develop marketing and outreach strategies to residents and the communities, marketing each aspect of the NHSNYC program.
- Promote the organization and its comprehensive ‘full cycle lending’ programs and related projects to organizations and institutions that will potentially give NHSNYC their support.
- Make presentations to corporate funders, schedule press conferences, publish newsletters and ensure that public relations goals and schedules are achieved.
- Ensure that corporate, government and administrative entities are informed of NHSNYC program activities.

Team Leadership & Management

- Provides inspirational leadership and management of the staff; builds a knowledgeable, effective and trustworthy team, creating continuous opportunities for growth and development for staff; works to develop succession plans across the organization.
- Inspires high expectations for results, behaviors, and actions, using positive reinforcement to encourage and recognize good performance; able to motivate the team; establishes measurable goals and objectives for programs, departments and staff.
- Works with the Chief Administrative Officer and Director of Human Resources to ensure that personnel policies and procedures are established and communicated regarding hiring, termination, disciplinary and other personnel related issues to management and staff; ensure the appropriate HR reports are meeting the needs of the organizations.
Ensure managers and staff have current and complete job descriptions, adequate training, performance evaluations, merit and annual salary reviews.

Lead and attend appropriate staff, team, management, committee and Board meetings.

**Candidate Profile:**

**Professional Experience:**
- Minimum of 15 years of broad senior management and leadership experience including strategic planning and execution in community development, affordable housing, lending, nonprofit or financial services organizations preferably within the New York City metropolitan and surrounding areas.
- A track record of developing and executing strategic plans; monitoring budgets, financial planning and data analysis.
- Broad general management experience across finance, human resources, operations/technology, marketing, programming, fundraising and working with Boards.
- Strong financial management skills; experience creating annual operating budgets that support strategic objectives
- Previous experience working with a Board of Directors that is appropriately engaged and sophisticated in financial matters.
- Working knowledge of community development and affordable housing issues.
- Demonstrated success fundraising from diverse sources and a high degree of comfort in asking for financial donations and support.
- Superior mentoring, professional development, people management and leadership skills; an inspiring team builder who engenders trust and builds group commitment to goals and objectives.
- Experience working effectively with internal and external constituents including clients, residents, bankers, community leaders, politicians and organizational partners.
- Demonstrated multi-cultural management experience, including recruitment of development of diverse teams.

**Personal Attributes:**
- Must be motivated and driven by the mission and vision of NHSNYC
- Strategic and visionary leader with strong organizational and management skills
- Excellent relationship building skills with an ability to communicate and work effectively with internal and external stakeholders.
- Demonstrated strategic thinker, open to innovative ideas, able to manage and drive change; willingness to take calculated risks.
- Strong business acumen with the ability to drive results; highly numerate, strives for continuous improvement, ensures skills and readiness of the team, and translates goals/initiatives into action.
- Adept at handling and managing strong personalities; able to influence and convince others in what direction they should go
- Strong commitment to the professional development of staff
- Must be an outstanding communicator who is able to convey effectively the mission and activities of NHSNYC to a variety of constituencies, as well as to the broader public.
Education:

- Bachelor's degree or equivalent, ideally with an MBA or related advanced degree or its equivalent

To learn more about this opportunity, please contact:

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