



Friendly House Seeks CFO

About Friendly House

Founded in 1920 as a settlement house, [Friendly House's](#) mission is to provide for the 'educational, social, and family development of Worcester residents'. The Settlement House was part of a social reform movement that centered the work of helping poor and immigrant families within the community to better understand and support their needs. This community-centered philosophy remains the core of Friendly House's programming approach and culture.

Friendly House today has eight locations across Worcester, spanning four major service areas: Food Security, Social Services, Shelter & Housing, and Youth Development, creating a coordinated safety net for over 8,000 households each year. Programs include food pantries and child meal delivery programs, basic needs and case management (eviction prevention and housing assistance, basic immigration services), emergency family shelter, and youth programs (afterschool, teen leadership, youth basketball leagues, and summer camp). Together, these services strengthen and empower families, expand opportunities for youth, and build a stronger community.

Friendly House has a staff of 73 and an annual operating budget of approximately \$7 million. Friendly House is governed by a 16-member Board of Directors comprised of business, civic, and community leaders. After nearly twenty years in the role, Friendly House's current Chief Financial Officer ("CFO") plans to retire when a new CFO is appointed.

Opportunity Going Forward

Reporting directly to the Executive Director and serving as an integral member of the Senior Leadership Team, the CFO will be a proactive and strategic thought-partner providing financial guidance and direction to ensure that Friendly House's decision making for current operations and future growth is informed by accurate, timely, and actionable financial information. In addition, the CFO will lead a four-member department and consultants which collectively support accounting, finance, budgeting, business planning and forecasting, information technology, and human resources. High priorities for the CFO include:

- Managing and overseeing all accounting processes, including bookkeeping, payroll management, billing, receivables, and financial tracking and reporting for restricted federal, state, and private grants.
- Ensuring that policies and procedures are developed and followed so Friendly House complies with all federal, state, and private grant guidelines while ensuring that the organization maximizes service delivery and revenue under all its contracts.
- In conjunction with the Executive Director and the Chief Program Officer, leading the annual budgeting and planning process, monitoring budget to actual results monthly, and producing accurate, timely, and informative reports to allow the Executive Director and Senior Leadership Team to make informed programmatic decisions based on up-to-date financial information.
- Adhering to a billing and collection schedule for all contracts to maximize contract draw downs and to adeptly manage cash flow.

- Empowering and managing a team of financial, human resource, and IT professionals to maximize their collective impact and productivity as well as enhancing each staff member's individual contribution, professional development, and job satisfaction.
- Producing, analyzing, and presenting reports to the Executive Director, board, senior leadership, and funders.
- Leading the annual audit process and liaising with the external auditors and finance committee to ensure a smooth audit, keeping all well-informed throughout.
- Regularly reviewing and, when necessary, creating or revising business and accounting policies and procedures to ensure compliance, keeping all accounting manuals up to date.
- Working closely and transparently with all external partners, including third-party vendors and consultants.

Profile of the Ideal Candidate

Credentials:

- Five to seven years' senior financial leadership experience at an organization of comparable size, scope, and financial complexity.
- Minimum of a bachelor's degree in accounting, finance, and/or management.
- Knowledge of federal and state government contracting, accounting, and reporting is essential.
- Accounting/financial certification (CPA, CMA, CFA) or advanced accounting degree would be a plus.
- Prior experience serving diverse communities like those served by Friendly House would be advantageous.

Skills and Qualities:

- Strong knowledge of GAAP and regulatory compliance with a proven ability to manage a complex organization's accounting, finance, and administrative functions with a commitment to develop and implement sound finance and accounting principles and recommend improvements to policies, procedures, and processes, when needed.
- Experience with budgeting and fund accounting policies, practices, processes, procedures, and associated reporting.
- Experience with external auditors, compliance management, and regulatory oversight.
- Solid written and verbal communication skills to translate and present financial information to diverse audiences with varying levels of financial acumen.
- Experience hiring, onboarding, overseeing, motivating, and developing professional staff who are held to high levels of accountability.
- Consummate team player who ensures the finance function is in service to other departments to support and advance Friendly House's mission.
- Technology savvy with experience overseeing accounting software installations and managing relationships with software vendors as well as knowledge of Microsoft Excel and other Office products.
- Able to proactively contribute to Friendly House's culture built on care, compassion, collaboration, customer service, and trust.
- Understand and/or personally represent the lived experiences of the communities served by Friendly House.

Compensation and Benefits:

This is a full-time, salaried, exempt position with a starting salary range of \$150,000 to \$170,000, commensurate with experience and qualifications. Friendly House also offers a comprehensive and generous benefits package which includes medical, dental, life, and vision insurance; paid time off, sick pay, and paid holidays; and a 403B plan. This position is an on-site position at Friendly House's office in Worcester.

Application Process and Additional Information

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, status as a protected veteran, or any other characteristic protected by law.

Candidate must include a resume and a cover letter, both in PDF format, which describe how qualifications and experience match the needs and mission of Friendly House. A background check will be required of finalists. Applications will be accepted until the position is filled. Upload required documents to:

<https://eostransitions.applicantpool.com/jobs/>.

This executive search is being conducted by Eos Transition Partners consultant, John Tarvin. All submissions will be acknowledged and are confidential, and any questions can be submitted to John at:

jtarkin@eostransitions.com.