



We need to help... We just HAVE to help!

It's in our souls. Be the LIGHT that helps others see

Joseph Ryan
Ceo and Founder

Heaven-Sent Community Services and Veterans
Assistance

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Heaven-Sent Community Services and Veterans Assistance, Inc.

Members of the Board – Roles and Responsibilities

1. Purpose of the Board

The Board of Directors (“Board”) of Heaven-Sent Community Services and Veterans Assistance, Inc. (“Heaven-Sent” or the “Organization”) is the governing body responsible for overseeing the mission, strategy, finances, and legal and ethical integrity of the Organization. Board members serve as stewards of the mission on behalf of veterans, seniors, individuals with disabilities, their families, donors, and the broader community.

2. Duties of Individual Board Members

Each Board member agrees to:

Mission and Faith Commitment

- Support and uphold Heaven-Sent mission, faith-rooted character, and core values in all decisions and actions.
- Act in a manner consistent with the Organization’s bylaws, policies, and Code of Conduct.

Legal and Fiduciary Duties

- Exercise the duties of care, loyalty, and obedience:
 - *Duty of care:* Prepare for, attend, and actively participate in Board and committee meetings; review materials and ask questions as needed.
 - *Duty of loyalty:* Put the interests of Heaven-Sent above personal, professional, or other interests when acting as a Board member.
 - *Duty of obedience:* Ensure that the Organization complies with applicable laws, regulations, bylaws, and Mission.



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Financial Oversight

- Review and approve the annual budget and monitor financial performance.
- Review financial statements and other reports regularly.
- Help ensure sufficient resources for the Organization by supporting fundraising and donor relations as appropriate.

Policy and Strategic Direction

- Participate in setting and reviewing the Organization's strategic direction and major policies.
- Provide guidance and oversight for programs, evaluation, and risk management.
- Support the adoption and periodic review of key policies (e.g., financial management, records retention, conflict of interest, HR and volunteer policies).

Executive Leadership Oversight

- Participate in hiring, supporting, evaluating, and, if necessary, transitioning the Executive Director/CEO.
- Provide guidance and encouragement to the Executive Director, while allowing them to manage day-to-day operations.

Fundraising and Advocacy

- Serve as an ambassador for Heaven-Sent in the community, helping to share the mission and build relationships.
- Participate, as able, in fundraising efforts (e.g., making personal contributions according to capacity, introducing potential supporters, and supporting events or campaigns).



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Compliance and Ethics

- Comply with the Board Conflict of Interest Policy, including completing annual disclosure forms and recusing from decisions where a conflict exists.
- Support a culture of ethics, transparency, and accountability, including responding appropriately to concerns about misconduct or non-compliance.

3. Expectations for Board Service

Board members are expected to:

- Attend scheduled Board meetings (and relevant committee meetings) regularly and on time.
- Review agenda materials and come prepared to engage in constructive discussion and decision-making.
- Serve on at least one committee or task force, as needed and appropriate to their skills.
- Maintain confidentiality of non-public information learned through Board service.
- Avoid speaking on behalf of the Organization without authorization; when authorized, represent the Organization accurately and respectfully.
- Notify the Board Chair or Executive Director if circumstances change that significantly limit their ability to serve.

4. Officers and Additional Responsibilities

In addition to the responsibilities of all Board members, officers have specific duties as described in the bylaws and may include:

Board Chair/President



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- Presides at Board meetings and works with the Executive Director to set agendas.
- Facilitates effective Board governance and supports Board development.
- Serves as a primary liaison between the Board and the Executive Director.

Vice Chair/Vice President (if applicable)

- Assists the Chair and assumes the Chair's duties when the Chair is unavailable.
- Performs other duties as assigned by the Board.

Secretary

- Ensures accurate minutes of Board and Board committee meetings are kept.
- Helps ensure that official records (bylaws, policies, resolutions) are maintained and accessible.

Treasurer

- Works with staff and/or finance professionals to oversee the financial affairs of the Organization.
- Reviews financial reports, helps monitor internal controls, and supports the preparation and presentation of budgets and financial statements.

5. Term, Evaluation, and Development

- Board members serve terms as defined in the bylaws and may be eligible for reappointment.
- The Board may periodically assess its own performance and that of individual members to strengthen governance.



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- Heaven-Sent encourages Board members to participate in orientation and ongoing training related to governance, veterans' issues, housing, disaster relief, and nonprofit best practices.

6. Resignation and Removal

Board members may resign at any time by providing written notice in accordance with the bylaws. A Board member may be removed in accordance with the bylaws if they:

- Consistently fail to meet attendance or participation expectations.
- Violate key policies (such as conflict of interest or Code of Conduct).
- Engage in conduct that materially harms the Organization's reputation or operations.

Acknowledgment

I have received and reviewed the "Members of the Board – Roles and Responsibilities" document for Heaven-Sent Community Services and Veterans Assistance, Inc. I understand and agree to carry out these responsibilities to the best of my ability.

Board Member Name: _____

Signature: _____ Date: _____