



**Ronald McDonald
House Charities®**
Madison

Position Announcement

Executive Director

Ronald McDonald House Charities | Madison



About Ronald McDonald House Charities Madison

The mission of RMHC-Madison is to create, find and support programs that directly improve the health and wellbeing of children and their families. Guiding us in our mission are our core values: leading with compassion, focusing on the critical needs of children, celebrating the diversity of our people and our programs, valuing our heritage, and operating with accountability and transparency. These values are central to our vision that RMHC-Madison be the catalyst in creating a world where children have access to quality health care and their families are able to better comfort and support them while actively participating in their care.

RMHC-Madison creates communities of support for families through a network of programs, including the Ronald McDonald House in Madison, the Ronald McDonald Family Room at SSM Health - St. Mary's Hospital in Madison, and the Ronald McDonald Care Mobile in partnership with Mercyhealth in Rockford, Illinois.

Located near American Family Children's Hospital, the House is a "home-away-from-home" for families so they can stay close by their hospitalized child at little or no cost. Our House is built on the simple idea that nothing else should matter when a family is focused on the health of their child – not where they can afford to stay, where they will get their next meal or where they will lay their head at night to rest. We believe that when a child is hospitalized the love and support of family is as powerful as the strongest medicine prescribed. The House gives families the amenities of home, including two fully stocked kitchens, dining areas, technology resources, laundry facilities, playrooms, game rooms, fitness area, a library, and a green space for quiet contemplation. Staff and volunteers provide daily meals and supportive programming during a family's stay.

The Family Room at SSM Health - St. Mary's Hospital in Madison allows the ultimate respite for families with children or infants hospitalized in the pediatric unit or NICU. The space has four private sleep rooms, shared kitchen and dining areas, laundry facilities, technology resources, and volunteer staff for assistance.

The Care Mobile in Rockford, Illinois is a 40-foot, 26,000-pound pediatric clinic on wheels that delivers medical and dental care to uninsured children across the northern Illinois region in Boone, Lee, Ogle, Stephenson and Winnebago Counties. The Care Mobile has provided over \$1.5 million dollars in free medical services since 2003.

With a highly engaged and talented team of staff, volunteers, Board members, and community supporters, RMHC-Madison maintains a strong position in the non-profit community in Wisconsin and Northern Illinois. A remarkably successful \$9.2 million capital campaign with impressive community engagement and support allowed for extensive renovations and expansion to the House in 2019. The expansion resulted in 13 additional rooms, more living space, an additional kitchen, and play area for children and families. The campaign was so successful that a new green was also added in

2020, allowing for a beautiful outdoor play area reserved exclusively for guests of the House.

For more information, please visit: www.rmhcmadison.org

The Opportunity

Reporting to the Board President and accountable to the Board of Directors, the Executive Director of RMHC-Madison will be a mission-driven, strategic and innovative leader, guiding the organization in the next phase of its journey. With the capital campaign and House renovations complete, the next leader will set a vision for new programming and services, ensuring that the organization continues to adapt and innovate to best meet the needs of families. The Director will be responsible for guiding the Board of Directors in the development of new strategies for the organization and their successful implementation. The leader will be a highly visible face of the organization, internally and externally, representing RMHC-Madison in the donor, partner, and health care communities as well as within the Ronald McDonald House Charities Global system.

The Director oversees an annual budget of \$1.4 million dollars, leads a staff of 26, and has overall operational responsibility for RMHC-Madison programs.

The responsibilities of the Executive Director include:

Strategic and Organizational Leadership

- Works with the Board, staff and external stakeholders to create a shared vision for the future of the organization
- Builds understanding around the mission and develops appropriate goals, strategies, and annual initiatives in furtherance of that mission
- Facilitates visual management of key metrics with Board, staff, and external stakeholders

Program Management/Administration

- Creates annual and multiyear operating and program plans with input of staff with clearly articulated goals and metrics
- Hires, leads, trains, and motivates staff to reach goals through teamwork
- Identifies opportunities for further education and professional development for staff and encourages an environment of continuous improvement
- Sets clear and achievable expectations for staff with well designed job descriptions, personal goals, and supportive annual reviews
- Works to ensure that all policies and procedures are well documented and evaluated on a regular basis

- Maintains a strong relationship with RMHC Global to ensure compliance with standards and to identify opportunities that might benefit the local chapter
- Evaluates all aspects of the organizations' operations, programs, and personnel on a regular basis
- Works with staff to create, revise, and maintain programs/operations that support families and engage donors

Development

- Serves as RMHC-Madison's lead spokesperson and advocate in fundraising activities
- Builds, maintains, and prioritizes new and existing relationships with funders, donors, volunteers, and other stakeholders – in particular major donor/corporate relations where Director of Development does not have established relationships and with new prospects and audiences
- Uses existing network and develops new networks through visible community engagement to access previously untapped support
- Collaborates with the Director of Development and their team to identify, cultivate, and solicit major gifts, grants, additional revenue generators beyond the current fundraising model, and to develop strategies to earn greater involvement from existing donors
- Collaborates with the development team to develop a multi-year development strategy with clear goals, objectives, and timelines
- Collaborates with the Director of Development and Business Office to ensure a visual management tool (e.g. scorecard) that allows for easy tracking of objectives, goals, and achievements is maintained

External Relations/Communications

- Actively develops and builds strong collaborative relationships with all area healthcare system leaders and those directly involved with referrals to RMHC-Madison programs
- Cultivates strong relationships with McDonald's owner/operators
- Collaborates with Marketing and Communications staff to develop a communications and marketing strategy using the latest technology to fundraise, keep stakeholders informed, promote the organization, and educate the general public on the mission
- Seeks opportunities to promote RMHC-Madison and encourage contributions
- Represents the House at sponsored community events
- Represents RMHC-Madison as a member in associations, clubs, or other organizations that position RMHC-Madison for support and community engagement

Board Relations

- Serves as the liaison between RMHC Board of Directors and RMHC programs and staff
- Prepares timely board reports, schedules meetings, and ensures timely follow up of action items
- Staffs Board committees in collaboration with appropriate staff members
- Ensures that all board policies and procedures are current and comply with RMHC-Madison and Global guidelines
- Maintains all necessary records, policies, and procedures for RMCH-Madison
- Cultivates development of the Board of Directors through education on topics that benefit board leadership
- Assists Board leadership in developing a culture that emphasizes Board involvement in fundraising and capital campaign success
- Welcomes and participates in an annual review that includes feedback from staff or others chosen by the Board

Financial

- Stays current on all financial, reporting and accounting issues that affect the budget, audit and IRS, and reporting to funding sources
- Works directly with the Business Manager on the fiscal strategy and oversight
- Possesses thorough understanding of all aspects of the organization's financial condition, budget, and investments
- Interfaces with accounting firm to conduct annual audit and prepare annual IRS documents
- Interfaces with Investment Committee to ensure sound investment portfolio for the betterment of the organization
- Interfaces with the Finance Committee and leads the preparation of budgets and other financial documents

The Candidate | Critical Knowledge, Skills, and Abilities

This position offers an incredible opportunity for a seasoned leader dedicated to the mission of providing compassion and respite for families in crisis. The ideal candidate will have demonstrable experience in fiscal management, hospitality/operational management, staff development, and nonprofit fundraising. Fundraising will be especially critical and will require a leader that is charismatic, inspirational, and comfortable connecting with donors and community leaders to support the mission of the organization.

Critical Knowledge, Skills, and Abilities

- Demonstrated visionary leadership skills
- Personal qualities of integrity, credibility, and a passion for the mission

- Dedicated to building a diverse, inclusive, and competent workforce
- Track record of success in organizational management
- Track record of success in staff development and Board engagement
- Promotes a team-oriented culture, capitalizing on the strengths and talents of all team members
- Ability to demonstrate ethical behavior in all circumstances
- Strong management skills with ability to set priorities, multi-task, monitor progress toward goals, track details and use data to make informed decisions
- Ability to solve problems and think creatively
- Exceptional interpersonal skills with strong emotional intelligence and ability to develop a powerful sense of shared purpose in others and motivate them to engage
- Excellent financial acumen, including the ability to develop and monitor capital and operating budgets
- Strong community-relations skills with an ability to work effectively with diverse groups, including staff, volunteers, business partners, foundations, healthcare leaders, and other agencies
- Excellent communicator with the ability to engage, inspire, and educate as a public speaker, in personal meetings and written form
- Strong project management skills
- Strong technical acumen including financial software, teleconferencing and MS Office applications, Microsoft Office and donor tracking software
- Experience with Ronald McDonald Charities, families in crisis or hospitality related programs a plus

Education and Experience

- Minimum of a Bachelor's degree from an accredited college or university; Master in Business Administration or other graduate level degree preferred
- 10 years leadership experience with documented history of increasing levels of responsibility
- Experience with large fundraising events, event management, and fundraising/donor management software

Procedure for Candidacy

The Board of Directors of RMHC-Madison has formed a Search Committee to manage this recruitment in conjunction with our Human Resources business partner, The Employer Group. All applications should be submitted to The Employer Group via email (jobs@theemployergroup.com) by March 26, 2021. Candidates should include a cover letter, a resume, and list of three references. All material will be confidential.

