

President / CEO



Let's keep building a brighter future for our city.

Position – President / CEO

Organization – The Guest House

Location – Milwaukee, WI

Reporting Relationship -- The President / CEO reports to the Chair of the Board of Directors

Website -- <https://www.guesthouseofmilwaukee.org/>

Please send a resume and customized letter of interest to rspano@spanopratt.com.

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March 2021

Mission

Guest House of Milwaukee provides shelter, housing, education, and services to Milwaukee's homeless who seek to transform their lives with dignity and purpose.

Organization

Located on North 13th Street between Juneau and McKinley Avenues in the King Park neighborhood, Guest House of Milwaukee is the largest publicly funded homeless shelter in the city of Milwaukee and has been leading our community in ending the cycle of poverty in our clients' lives for nearly forty years. Guest House serves over 1,200 individuals and families on an annual basis, and has a proven track record of assisting even those with the most severe challenges to overcoming homelessness regain and maintain their independence, including: mental illness, addiction, physical and cognitive disabilities, and history with the criminal justice system.

Shelter - We provide shelter to 86 men experiencing homelessness each night of the year. This includes 12 veterans, 52 emergency shelter guests, and 22 men in an intensive recovery program. Those in intensive recovery are working on their issues with substance abuse and/or mental health. We begin with addressing the guests' basic needs of hot meals, a warm bed, fresh bedding, showers, clothing and laundry facilities. Then, we match each individual to a qualified case manager to develop an individualized plan for independence, and remove barriers to achieving one's goals.

Housing and Prevention - Our Prevention, Rapid Re-housing, and Permanent Supported Housing programs help more than 450 Milwaukee County men, women, and families secure a permanent, affordable place to live, and ensure that participants are able to maintain that housing once placed. We provide outreach and financial assistance to help bridge any income gaps, and employ case managers to connect our clients to community resources that support their independence.

Clinical Services - The Guest House Counseling Clinic is certified by the state of Wisconsin and is dedicated to providing quality outpatient mental health and substance abuse counseling services to clients at Guest House and the community in general. We focus on serving adult men and women with mental health, substance abuse, and co-occurring diagnoses. Our staff delivers client-centered, trauma-informed, and gender-responsive counseling. Through one-on-one and group work, our clinic uses an individualized, goal-oriented approach to help individuals work on their issues of drug and alcohol addiction, stabilize their mental health, and connect with community resources to maintain sobriety and mental health for long-term success.

Case Management - We provide long-term case management for men and women who are working their way through addiction, mental health issues, or both. The key staff members in this program are known as Care Coordinators, and they work to empower clients by tailoring services and resources to meet the individualized needs of the those served by this program. Together, the client and the Care Coordinator choose from an array of supportive services ranging from protective payee services, to physical therapy, spiritual care services, to mental health resources and so much more.



Position Overview

Due to the retirement of the current long-standing President / CEO, the board of The Guest House is seeking a successor to continue in its important mission. This is an exciting opportunity for a passionate leader to build on the strength of this organization and to make a difference. The target start date of the new hire is approximately September 2021.

The President / CEO reports directly to the board chair and has overall accountability, responsibility and authority for day-to-day operations in order to achieve the strategic objectives of the board. This includes providing strategic leadership consistent with the agency's mission and values, promoting a positive organizational culture that includes anti-racism, effectively managing agency's partnerships and resources, ensuring that services provided by the agency meet the needs of those served, and ensuring that the organization complies with federal and private grant obligations. Specific responsibilities include:

Leadership and Culture: Cultivate and embody an organization that is inclusive, respectful, innovative, compassionate and free of racism.

- Actively engage and energize staff, the Board of Directors, and the community partners around the organization's mission, vision, and values.
- Build and maintain a culture of equity and inclusion in the organization for all staff and clients.
- Encourage and embody innovation, forward thinking, and evidence-based programming.
- Regularly monitor the market conditions, identify community needs, trends affecting the organization; capitalizing on opportunities and making adjustments as needed.
- Lead and champion the organization's efforts of anti-racism.

Organization Mission and Strategy: Connect programming to the strategic plan to achieve the agency's mission.

- Implement the Board approved Strategic Plan to ensure that the organization can successfully fulfill its mission and effectively manage change necessary to maximize impact.
- Maintain and take an active role in public policy and advocacy which affects those served by the organization.



Communication: Ability to embrace and effectively communicate the importance of the mission is a core component of leadership and essential to maintaining effective relationships with the community.

- Promote the importance of the Guest House programs and services to various stakeholders.
- Serve as the primary spokesperson and represent The Guest House professionally in the community at all times. Maintain the appropriate relationships and partnerships with constituents, civic leaders, and professional organizations.
- Continue to enhance the image of the organization by being active and visible in the community and by developing good relations with professional, public and private organizations.
- Develop and execute an effective internal communication strategy; incorporating all team members and the board.
- Establish and maintain regular communication with the Board of Directors; keeping the board apprised of any trends or considerations related to essential matters.

Financial Performance: Ensure the fiscal health of the organization and proper stewardship of resources.

- Effectively manage all assets; balancing budgets, diversifying and strengthening revenue.
- Responsible for fiscal management within the approved operating budget, ensure maximum resource utilization, and maintenance of the organization in a positive financial position.
- Ensure the programs are properly resourced.
- Responsible for fundraising, government and private grant management, and developing other resources necessary to support the mission.

Board Governance: Partner with the Board in order to achieve the mission of the organization.

- Ensure the Board of Directors is staffed and kept fully informed of the ongoing status of programs, fiscal matters and those factors influencing its activities.
- Coordinate the work of the board appointed committees and serve as an ex-officio member of each.
- Prepare and monitor progress of strategic plans, arrange for accurate meeting notes and guide in whatever area necessary related to effective governance as stated in the by-laws.
- Lead the organization in a manner that supports and guides the organization's mission as defined by the Board of Directors.
- Communicate with the Board, in a timely and accurate manner, all information necessary for the Board to function properly and to make informed decisions.
- Working with the board chair and nominating committee; assist in board development and ongoing nominations of board member composition that reflects the community served.

Operations: Effectively administer agency operations.

- Implement evidence-based programs that carry out the agency's mission.
- Hire, mentor and retain competent and qualified diverse staff.
- Execute contracts, agreements, and other instruments made and entered into on behalf of the organization.
- Ensure the organization meets and exceeds regulatory compliance, that services are delivered to clientele at the highest levels of quality.

Management Responsibilities

- Provide leadership, vision, and direction for the Guest House consistent with the mission.
- Select and appoint key leadership staff; delegate responsibility, provide professional development and mentor opportunities, regularly monitor performance and document evaluations.
- Participate in evidence-based program development and program evaluation activities, including formulation of policies and procedures as needed.
- Represent the Guest House at meetings of professional and community organizations. Serve as the primary liaison with partnership providing funding and/or regulatory oversight.
- Participate in preparation of annual budget and approve the final budget draft that will be presented to the Board of Directors. Review monthly financial statements and make adjustments in expenditures as needed.
- Review and approve all contracts with funding sources and monitor contract compliance.
- Participate or lead as appropriate all fund development and grant writing activities.
- Participate in marketing, communications, and public relations activities.
- Engage in ongoing board development and keeps the Board apprised of the Guest House fiscal and program operations.

Professional Qualifications

- Demonstrated ability to manage and lead change
- Administration /Operations of a nonprofit entity with oversight of a budget and staff of a similar or larger size.
- Ability to effectively lead, motivate, inspire and mentor internal staff.
- Ability to raise visibility and develop a high profile with key external constituents and partners.
- Comfortable and skilled as a spokesperson and face of the organization.
- Compassionate, collaborative and forward-thinking leadership style with empathy for the plight of homelessness.
- Embrace and possess knowledge base in the areas of equity, diversity, inclusion, and social justice.
- 5 years leadership experience preferably within nonprofit administration; social service sector is a plus.
- Broad knowledge base regarding non-profit agency management and leadership.
- Expertise in the following areas:
 - Effective spokesperson / Public relations
 - Written and verbal communication
 - Budget and fiscal management
 - Fundraising with emphasis on government and private grants; technical grant writing
 - Government contract and RFP management
 - Program and human resource management
 - Anti-racism; Equity, diversity, and inclusion strategies
 - Board governance

Education: Bachelor's Degree from an accredited college or university. Master degree preferred.



Original sign from earliest Guest House years.

Spano Pratt Executive Search shall provide equal opportunity to all qualified candidates, and will refer candidates without regard to race, color, religion, national origin, sex, age, disability, veteran status or any other legally protected basis.