

Spano | Pratt

Executive Search

**President & CEO
Kathy's House
Wauwatosa, Wisconsin**



Kathy's House has partnered with Spano Pratt Executive Search to identify the new President & CEO. Please send all inquiries along with resume and cover letter to:

Spano Pratt
www.spanopratt.com
Lindsey Kriete, lkriete@spanopratt.com
Rose Spano, rspano@spanopratt.com

Organization

INTRODUCING YOUR HOME AWAY FROM HOME:

Kathy's House is a vital resource in the Milwaukee healthcare community. It is a caring place where mutual support thrives. It is the only hospital guest house in southeastern Wisconsin that serves guests of all ages who are receiving care at any of the area hospitals.

Kathy's House is a non-profit Hospital Guest House that provides lodging and a supportive environment to families who are experiencing one of life's most stressful situations—personal illness or the serious illness of a loved one.

Kathy's House is located on the Milwaukee Regional Medical Center campus, footsteps from Froedtert and the Medical College of Wisconsin Cancer Center and Center for Advanced Care. Life-saving clinical trials and innovative treatments mean that often the best care is in Milwaukee, not just for cancer, but also for advanced care for heart, brain, and trauma.

It is a caring place where guests can eat, sleep, and be with others when they want – or be alone when they need time, introspection, and quiet healing. The house provides a place where mutual support thrives, which is one of the great strengths of Kathy's House.

In 2021, Kathy's House opened a new facility with the capacity to serve more guests and the intentional design to serve them better than ever.

The vision for the national model in hospital guest housing was the basis for the creation of the newly constructed, 38-room home, footsteps from Froedtert Hospital on the Milwaukee Regional Medical Center Campus.

The need for affordable Milwaukee-area lodging for patients and families remains strong. Three major factors drive this continuing need:

- Milwaukee is home to top tier hospitals and draws patients nationwide, many from communities that lack the deep medical expertise to treat rare cancers or heart conditions or perform complex organ transplants.
- A trend toward delivering more outpatient care instead of hospitalization means more patients need lodging during treatment.
- Disparities in access to health care for people in smaller towns or rural areas force people to travel for needed medical treatment.



Vision

Become a replicable national model in the field of Hospital Guest Housing by developing a state-of-the-art facility and delivering superior guest services which improve patient care and the healthcare delivery model.

Mission and Values

Kathy's House is a hospital guest house committed to providing affordable lodging and caring support in a "home away from home" environment for families who need to travel to Milwaukee for medical care.



Provide a home for healing



Create a Community of Care



Act with compassion

Position Profile

The President & CEO provides strategic leadership and ensures a positive culture for the advancement of Kathy's House's mission. Reporting to the board of directors, this role is responsible for the overall management and general operations of all functions of Kathy's House including guest services and programs, business development, fundraising and special events, marketing, communications, finance, human resources, and facilities management. The President & CEO ensures excellence in quality of service, a safe and welcoming place for guests and continued fiscal solvency.

The President & CEO empowers and serves as a mentor to staff, creating a work environment that exemplifies the organization's emphasis on compassionate service to families in medical crisis.

In addition to internal leadership, the role is external in nature, serving as the primary ambassador and lead communicator of the organization; developing strong relationships at the highest levels while generating support to advance the organization, its mission and brand. Externally, the President & CEO is the public face of Kathy's House working to foster collaborations with a wide variety of stakeholders including referral sources, funding sources, community partnerships, and statewide community groups.

Words to describe Kathy's House include:

Compassionate	Dynamic	Inclusive	Trusting	Teamwork
Supportive	Flexible	Empathetic	Safe	Collaborative
Caring	Mission centered	Holistic healing	Comforting	Professional
Welcoming	Fun	Calm/Tranquil	Loyal	Passionate

MAJOR ACCOUNTABILITIES

1. Leadership – Provide inclusive leadership, mentorship, support, and direction to all constituents to ensure that the mission and values of Kathy's House are put into practice. Provide strategic leadership by working with the board of directors and staff to establish and implement long- and short-term priorities, goals, and operating objectives in support of the overarching strategic plan. Collaborate with the board to develop and implement "capacity building" strategies.
2. Operations - Motivate and lead a high-performing, high-compassion team. Oversee the general operations of Kathy's House to include staffing, guest services, property maintenance, business contracts, IT, and finance functions. Facilitate the overall integration of all operations including external relations (fund development, marketing and communications, partnerships).
3. Partnerships and Relationships - Initiate the development, implementation, and communication of key healthcare partnerships. Leverage Kathy's House resources to support sustained growth. Monitor program initiatives and hold the organization accountable for measurable growth and change. Explore avenues to remove barriers and seek equal access and opportunity for guest stays.
4. Fundraising - Develop and execute fund development strategies to enable Kathy's House to meet growth and sustainability objectives. Provide support and education to the board of directors in their participation of development and execution of fund development strategies. Support initiatives to diversify and increase revenue sources, including grants, private foundations, businesses, corporations, and individual donors. Attend community events and activities to promote Kathy's House.
5. Programming - Explore new and innovative program offerings. Ensure the development and delivery of high-quality programs and services to guests and caregivers. Evaluate and advise on the impact of new and existing programs, services, and strategies; ensure program quality through the development and implementation of standards and evaluation methodologies. Promote the mission of Kathy's House to provide superior services and programs in a welcoming, inclusive and safe environment for our guests. Execute guest surveys to measure the satisfaction level in regard to the programs and services offered by Kathy's House. Use guest and provider input to explore and potentially develop new service options that support patient and caregiver wellness and growth for Kathy's House.
6. Engagement - Provide leadership to create a culture fostering compassion, communication (including listening, collecting, and sharing information), and consensus building with board, staff, volunteers, and community voices to move the organization forward. Work in partnership with the board officers and committee chairs to leverage the involvement and contribution of each board member.
7. Volunteers and Staff - Provide leadership and guidance for the design, development, and implementation of human resource systems and processes to ensure that Kathy's House attracts and retains a diverse and well-qualified talent pool of volunteers and staff.
8. Diversity, Equity and Inclusion - Advance the organization's DEI goals through holistic integration of practices into the fabric of the organization. Provide strategic leadership to

increase diversity of staff, volunteers, guests and donors to maintain an inclusive and caring environment.

9. Governance - Ensure the corporate or legal responsibilities of Kathy's House are fulfilled by keeping informed on healthcare, housing, hospitality, and current legal requirements and by keeping the board informed of pertinent trends and activities that affect the organization. Engage and explore opportunities as appropriate for Kathy's House with local, regional, and national committees and healthcare hospitality associations to obtain information, resources and best practices related to operational and governance issues.
10. Fiscal Management - Ensure the financial health of Kathy's House by employing sound fiscal controls and management and by effectively integrating and managing the organization's resources. Provide strategic financial input and leadership on key decisions affecting the organization. Oversee the annual financial planning and budget process alongside the finance committee.

QUALIFICATIONS

Successful candidates will have 5 or more years of non-profit experience in a strategic leadership role overseeing fundraising, programs, facilities, and staff. The President & CEO will also have experience creating organizational vision, cultivating board and donor relations, and demonstrating financial acumen. The ideal candidate will also possess the following preferred skills and attributes:

- Leadership style - maintains composure while empowering others to reach full potential through servant leadership.
- Experience leading within the nonprofit sector preferably within a healthcare setting or with a vulnerable population.
- Experience in charting a clear vision and course with measurable progress to goals.
- Setting strategic direction, creating organizational structures that align with strategy and can be tactical as well as strategic.
- Demonstrated experience with delivering programs in a facility, ensuring needs and high standards are met to support the mission.
- Innovative and resourceful as it relates to solving unmet needs in program development.
- Success with fundraising is essential; comfortable soliciting sponsorships, donors and stewarding gifts.
- Knowledge of financial management and budgeting is essential.
- Demonstrated success in building relationships, partnerships and mutually beneficial alliances in and outside the community.
- Experience serving on or working with nonprofit governance boards, as well as knowledge of governance practices.
- Strong written and verbal communication skills, a persuasive and passionate communicator with excellent interpersonal skills.
- Strong business acumen. Is a good negotiator and able to build consensus.
- Operationally savvy; experience implementing standard operating procedures and is a systems thinker.

KEY ATTRIBUTES

Relationship based: ability to network and engage with a wide variety of constituents including local healthcare provider partners, other nonprofit leaders, individual donors, corporations, foundations and the Kathy's House Board of Directors.

- **Authentic:** possess a genuine passion for the mission of Kathy's House. Is caring, and has a real curiosity and displays empathy with staff and guests alike. Presents as credible and a subject matter expert in hospital hospitality accommodations.
- **Resilient:** balance big strategic picture while staying connected at the everyday level. Displays a calm leadership style and displays confidence and control.
- **Agile:** able to balance many different activities. Recovers quickly from unplanned circumstances.
- **Action-oriented:** states clear goals, outlines a plan for executing and measuring progress to goals.
- **Collaborative:** ability to thrive in a team environment and accommodate the diverse constituencies among Kathy's House guests, staff and other stakeholders.
- **Visionary:** able to anticipate needs based on trends and identify opportunities.
- **Integrity:** person of high integrity and ethics, compassionate, and with a positive attitude. Is trustworthy and holds sensitive information confidential as needed.
- **Executive Presence:** focus on external efforts and comfortable representing Kathy's House in all settings.

COMPENSATION

Salary range \$120,000 to \$160,000 plus a competitive benefit package.

EDUCATION

Bachelor's degree from an accredited university or combination of education and relevant professional work experience.

Location: Wauwatosa, WI

Located just 15 minutes west of downtown Milwaukee, Wauwatosa is an urban enclave with a charming small-town feel. Known affectionately by locals as "Tosa," the city is filled with unique local shops and restaurants, and many of Milwaukee's most popular spots are opening second locations in this neighboring city. The city is home to the Milwaukee Regional Medical Center as well as several colleges and universities.



To learn more about Kathy's House:

- Kathys House - A New Home for Healing:
<https://www.youtube.com/watch?v=q1AW-DhNs7E>
- 'The need is so great:' Construction begins on new Kathy's House in Wauwatosa: <https://www.youtube.com/watch?v=lvvVqWnXi3Q>
- Kathy's House Guests Ed & Janice Greene of Champaign, Illinois share their story: <https://www.youtube.com/watch?v=31pdZdpGblE>
- Kathy's House grand opening:
<https://www.youtube.com/watch?v=BoawMKQDzNo>
- 2022 Impact Report: <https://kathys-house.org/about/impact/#2022-impact-report-2/4/>

Please send all inquiries; resume with cover letter to:

www.spanopratt.com
Rose Spano rspano@spanopratt.com | 414.839.5083
Lindsey Kriete lkriete@spanopratt.com | 414.234.9033

