

## PRESIDENT & CEO

### KATHY'S HOUSE

MILWAUKEE, WISCONSIN



#### About Kathy's House:

At Kathy's House, a hospital guest house, we create a safe, compassionate, affordable, "home away from home," for those traveling for medical care. We are dedicated to uplifting and supporting each patient and caregiver with understanding, care, and encouragement.

#### Kathy's House Vision:

We will continue to set the standard of excellence for patient and caregiver experiences by embracing innovation, broadening our services, and strengthening partnerships to create an environment that encourages comfort, healing, and well-being for families.

Kathy's House has partnered with Spano Pratt Executive Search to identify their new President & CEO. For a confidential conversation and to learn more about this opportunity, please contact Dave Gromacki or Lindsey Kriete.

#### **Spano Pratt Executive Search Contacts:**

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## THE ORGANIZATION

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### INTRODUCING A HOME AWAY FROM HOME:

Kathy's House is a nonprofit hospital guest house that provides lodging and a supportive environment to families who are facing personal illness or the serious illness of a loved one. A vital resource in the Milwaukee healthcare community, Kathy's House is the only hospital guest house in southeastern Wisconsin that serves guests of all ages who are receiving care at any area hospital.

More than 1,500 guests each year travel more than 50 miles to stay at Kathy's House while receiving care or caring for a loved one. Most are facing cancer, while others require transplants, heart care, or treatment following serious injury. Many come from rural communities in the Midwest where access to specialized care is limited, while others travel across the country to access advanced treatments and clinical trials available in Milwaukee. As a nonprofit, Kathy's House relies on philanthropy to ensure that no family is turned away due to an inability to pay.

Kathy's House has served the Milwaukee area since 2001 and has operated from its current home at the Milwaukee Regional Medical Center since 2021. The new facility was the result of a \$12 million capital campaign, with a lead gift of \$6 million from Froedtert Hospital. The intentionally designed "home away from home" operates 24/7/365 and features 38 private rooms and communal living spaces, including laundry, kitchen, dining, and gathering areas.

More than just a place to stay, Kathy's House is a caring place where mutual support thrives. Guests can eat, sleep, and be with others when they want, or be alone when they need time, introspection, and quiet healing. They often praise the cleanliness, the thoughtful design, and the compassion and care they receive from staff and volunteers, in addition to the proximity to Froedtert Hospital, just footsteps away. The feedback that guests most often provide is: "You have thought of everything."

The current Kathy's House facility was built with a vision of serving as a national model in hospital guest housing, among the more than 200 members of the Hospital Hospitality Network (HHN). Kathy's House operates at or near capacity, with consistent demand and an active waitlist. As healthcare grows more specialized and regionalized, the need for affordable, supportive lodging continues to rise. The next President & CEO will build on a strong foundation to expand access, strengthen partnerships, and ensure that every family who needs a place at Kathy's House can find one.



*Front Entrance to Kathy's House, which opened in 2021, across the street from the Froedter/ThedaCare Center for Advanced Care and the Cancer Center*

## POSITION OVERVIEW

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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, safety and security, 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 by developing strong relationships at the highest levels while generating support to advance the organization, its mission and brand. 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 state/national groups.



2025 Impact Report

## CORE RESPONSIBILITIES AS PRESIDENT & CEO

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### Mission Advocate and Client Satisfaction:

- Advocate passionately for Kathy's House mission within the community and serve as the primary spokesperson.
- Ensure the organization continues to promote the mission of Kathy's House to provide superior services and programs in a welcoming, inclusive and safe environment for its guests.
- Execute guest and provider surveys to measure the satisfaction level of 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.
- Broaden and deepen partner mission awareness and community commitment by leveraging area events and participation in various local, state, regional and/or national associations and committees.

### Talent & Culture

- Build and lead a high-performing team that aligns with the mission, values, and organizational priorities of Kathy's House.
- Foster a culture of engagement, collaboration, and excellence that attracts and retains the very best talent and volunteers.

- Effectively recruit, develop, and retain team members who achieve performance goals and advance organizational objectives. Lead succession planning efforts to anticipate and align talent and staffing needs.

## **External Relations, Partnerships and Fundraising:**

- Lead the recruitment and engagement of corporate, community, and healthcare partners to support Kathy's House. Serve as the face of Kathy's House in the community, building awareness around Kathy's House name.
- Lead major funding initiatives to secure and retain diverse revenue streams with a focus on establishing credibility, trust, and innovative leadership.
- Ensure front-of-mind awareness through consistent communications with current and new healthcare providers.

## **Operational and Financial Oversight:**

- Oversee the general operations of Kathy's House to include staffing, guest services, property maintenance, safety and security, business contracts, IT, and accounting functions.
- Assist in the day-to-day operations of Kathy's House as needed and maintain relationships and interaction with guests.
- Develop, manage, and oversee the organizational budget; ensure and accurately report on financial sustainability through disciplined budgeting, management, forecasting, and resource allocation.
- Oversee funder reporting to ensure accurate messaging, tracking to goals, and timely submission to meet requirements.
- Monitor hospitality and non-profit industry developments to mitigate risks and capitalize on strategic opportunities.
- Provide strategic and operational oversight of a 24/7 healthcare/hospitality environment.

## **Board Governance and Relations:**

- Partner with the Board to ensure strong governance and alignment to mission.
- Recruit, engage, and develop a high-performing Board that reflects the strategic partnerships and leadership attributes needed to scale and sustain Kathy's House impact.
- Collaborate with the Board Chair, prepare and lead highly effective board meetings to advance strategic discussion and decision-making.

## **Strategic Plan Execution:**

- Lead the execution of a visionary, data-informed strategic plan that aligns with Kathy's House needs and priorities.
- Cultivate a culture of innovation, accountability, and continuous improvement across the organization.



*In the Kathy's House kitchen, a guest baked four of her favorite lemon blueberry poundcakes for staff at Kathy's House and Froedtert Hospital.*

## QUALIFICATIONS & EXPERIENCE

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Successful candidates will have 5 or more years of nonprofit 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 have demonstrated success in:

- Leading within the nonprofit sector, preferably within a healthcare setting or with a vulnerable population.
- Charting a clear vision and course with measurable progress to goals.
- Delivering programs in a facility, ensuring needs and high standards are met to support the mission.
- Fundraising; comfortable soliciting sponsorships, donors and stewarding gifts.
- Budgeting and financial stewardship.
- Building relationships, partnerships, and mutually beneficial alliances in and outside the community.
- Working with nonprofit governance boards, as well as knowledge of governance practices.



*The Froedtert Cancer Center Lab making and serving a meal for guests at Kathy's House.*

## CORE COMPETENCIES & PERSONAL ATTRIBUTES FOR SUCCESS

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### **Emotional Intelligence & People Leadership**

Leads with empathy and inspiration while fostering accountability and healthy culture.

- Creates trust, psychological safety, and open dialogue
- Manages through transitions and builds alignment
- Retains, motivates, and develops strong staff
- Leads crisis management efforts by remaining calm under pressure, responding decisively to emergent situations, and ensuring clear, timely communication to maintain safety and operational continuity

### **Strategic Leadership & Execution**

Ability to set a clear vision and translate it into actionable, measurable results.

- Drives expansion (“how to grow”) while protecting mission quality
- Executes strategic plan effectively
- Balances long-term vision with operational realities

### **Relationship Building & Influence**

Exceptional ability to build trust and influence across stakeholders.

- Engages board, staff, partners, and community
- Strengthens key partnerships (e.g., Froedtert/ThedaCare)
- Builds credibility quickly and authentically

### **Fundraising & Financial Acumen**

Ability to secure resources and align finances with growth strategy.

- Leads fundraising (especially major gifts from individual donors and partners)
- Connects mission impact to compelling funding narratives
- Ensures financial sustainability during expansion

## Communication & Visibility

Clear, compelling communicator who is highly visible internally and externally.

- Articulates vision, strategy, and impact
- Active listener and persuasive storyteller
- Serves as a strong public-facing ambassador

## COMPENSATION

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A compensation range of \$125,000–\$165,000 plus bonus potential is offered, along with a competitive benefits package.

To learn more about Kathy's House: <https://kathys-house.org/>  
Kathy's House 360 Tour: <https://www.youtube.com/watch?v=DBc06zEtLbE>



*View of Kathy's House with Froedtert /ThedaCare campus in the background.*

## LOCATION: WAUWATOSA, WI

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This position is based at the headquarters in Wauwatosa, WI, on the grounds of the Milwaukee Regional Medical Center campus. The leader is expected to be actively engaged within the greater Milwaukee community and beyond with major funders, community leaders, as well as balancing connections with regional partners.

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 several colleges and universities.

To be considered for this opportunity, please submit a cover letter and resume to:

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