

RONALD McDONALD HOUSE CHARITIES® OF CENTRAL ILLINOIS

JOB DESCRIPTION

CHIEF EXECUTIVE OFFICER

Reports to: Chair, Board of Directors, Ronald McDonald House Charities of Central Illinois (RMHCCI)

Location: The position is responsible for overseeing the Springfield, IL and Peoria, IL operations. Frequent travel to both locations is required.

Summary: The CEO is a full-time, exempt employee responsible for the overall management and administration of all Ronald McDonald House programs in the 29-county area in central Illinois. It is the function of the CEO to oversee and support program operations, volunteer services, and business administration. The CEO also oversees and supports development functions, including fundraising, major and corporate gift development, in-kind donation development, public relations, and marketing. In addition, it is the CEO's responsibility to support the Board of Directors in their policy development and related activities to assure provision of quality programs and services. The CEO is responsible for implementing the mission, policies, goals, and objectives of the organization, for maintaining a supportive environment for guest families, and ensuring a positive RMHCCI image.

Duties and Responsibilities:

- I. Human Resources
 - A. Supervise staff, assign work, provide direction, and ensure compliance with established performance and conduct standards, while promoting a supportive and team-oriented environment.
 - B. Perform personnel functions, including recommendation to the Board for hiring, salary adjustments, and termination. Determine appropriate and implement appropriate disciplinary actions, when necessary, and conduct performance/wage reviews, assuring compliance with applicable internal policies. Keep Chair and Vice Chair apprised of personnel-related issues.
 - C. Determine and provide for staff training and development needs, including recommendations for new positions.

- II. Board Support
 - A. Work closely with Board Chair, keeping him/her apprised of pertinent aspects of the organization's operation, administration, and development activities.

- B. Provide primary staff support to Board committees and task forces, keeping them apprised of issues and needs integral to their areas of responsibility. Work with Board Committee chairs regarding committee logistics, including scheduling meetings, keeping minutes, conducting research, preparing reports and documents, and other related tasks. Facilitate coordination and communication among Board committees.
 - C. Support the Board in its governance functions and implementation of policies. Work with Board to develop and implement strategic planning goals and objectives.
 - D. Oversee Board development efforts to ensure maximum effectiveness of the Board.
 - E. Serve as Ex Officio member on all Board committees.
- III. Fundraising, Public Relations, and Other Development Activities
- A. Oversee fundraising, public relations, and other development functions, including monitoring of related goals and objectives.
 - B. Work with Development Director to identify fundraising, public relations, and other development-related opportunities. Participate in donor development and in-kind and major gift requests.
 - C. Attend all RMHCCI fundraising and in-house events as the Board's representative to the community, staff, volunteers, and resident families.
 - D. Attend annual CEO conference offered through Global RMHC and other similar conferences/seminars as directed or authorized by the Board.
 - E. Maintain high community profile, continually seeking and developing new relationships, to achieve maximum awareness of and support for RMHCCI. Devote appropriate time to building and maintaining positive, long-term relationships with key donors and stakeholders.
 - F. Maintain positive relationships with McDonald's regional staff and owner/operator community to assure ongoing support of RMHCCI programs.
 - G. Promote public awareness of the Ronald McDonald House and serve as a primary spokesperson for RMHCCI.
- IV. Program Operations and Volunteer Management
- A. Direct the development, implementation, and monitoring of services and programs for Ronald McDonald House guest families and other RMHCCI-sponsored programs. Identify new and changing needs, plan, recommend, and implement new programs and program changes.
 - B. Supervise development, documentation, and maintenance of guidelines, systems, procedures, and materials necessary to support effective delivery of guest services and other RMHCCI programs. Provide support to program directors in their role of managing the day-to-day operations of RMHCCI programs. Assure that all functions are carried out according to established procedures and guidelines and are approved by the Board of Directors where required by RMHC Global.

- C. Oversee timely entry of program records into RMHCCI internal database, including volunteer entry and guest family entry.
 - D. Maintain positive working relationship with social work, nursing, hospital administration, and other hospital staff to enlist ongoing coordination and support of RMHCCI programs and services.
 - E. Support program directors in their supervision of volunteer program activities, including recruitment, screening, training, assignment, ongoing support, and follow-up training, and maintenance of volunteer records meet organizational needs. Also oversee planning and implementation of volunteer recognition activities.
 - F. Assure ongoing coordination with the Program Directors regarding volunteer recruitment needs for in-house operations, special projects, and guest programs.
- V. Business Administration, Financial and Information Management
- A. Oversee establishment and implementation of systems to assure maintenance of complete and accurate financial transactions and records. Maintain adequate internal controls. Assure timely completion of donor thank you letters and timely entry of donor information into donor database. Assist Board Treasurer with monitoring all banking and investment accounts and oversee all accounts relating to the operation and maintenance of the RMHCCI facilities.
 - B. Submit all statements and invoices for payment on a timely basis in accordance with Board policy. Assure contracts, service agreements, and major purchases are procured and monitored in accordance with internal policy.
 - C. Assure timely preparation of financial statements and other financial reports as required by Board, committees, Treasurer, RMHC Global, and others. Review reports for accuracy and to identify current or emerging financial issues.
 - D. Oversee and coordinate work of appropriate staff to develop annual budget and cash projections for review and approval by the Board. See that budget modifications are prepared and approved as needed. Monitor revenue and expenses to assure budget compliance.
 - E. Work closely with audit firm to assure timely and accurate preparation of annual audit and tax returns. Facilitate annual review and renewal of appropriate comprehensive property and liability, directors and officers, and special event insurance policies or other policies as needed.
 - F. Assure maintenance of adequate processes, procedures, and computer systems to support management information, website and donor database needs. Utilize technical expertise as needed.
 - G. Comply with applicable federal, state, and local laws and regulations and with the terms of organizational agreements, including timely submission of required reports.

- H. Manage the process for communications with key partners, including website developer and third-party marketing firm, including completion and accuracy of newsletters, solicitation notices, and oversee outgoing communication materials.
- VI. Facility Management
 - A. Work with appropriate staff to identify the need for replacement or addition of furniture, fixtures, and equipment and for general facility improvements. Oversee preparation of annual capital budget and long-term capital budget projects.
 - B. Oversee solicitation of quotes for major facility-related service contracts and projects. Seek technical assistance (if necessary), evaluate quotes, make recommendations to appropriate committees, finalize agreements, and assure contractor performance is monitored.
 - C. Maintain positive working relationship with area medical facilities, including building, grounds, fire protection services, and security and facility issues.
- VII. Oversight of RMHCCI Donation Box Program
 - A. Maintain positive working relationship with third party pick-up partner.
 - B. Monitor monthly collection reports for trends.
 - C. Monitor overall third-party collection process; communicate with third party vendor as necessary regarding route and schedule changes for donation boxes.
- VIII. Other Responsibilities
 - A. Maintain positive relationship with Global RMHC program contacts and with other Ronald McDonald Houses and Charities chapters. Respond to information requests and directives as needed. Complete required reports on time, including AbbVie grant reports, annual outcomes report, and others.
 - B. Maintain positive working relationship with HSHS St. John's Children's Hospital, Memorial Medical Center, the SIU community, OSF HealthCare Children's Hospital of Illinois, UnityPoint Health, and other medical partners.
 - C. Assist with House operations and on-call coverage as needed.
 - D. Perform other duties incidental to the work outlined in this position description.

Qualifications:

- B.S. in Business, Nonprofit/Public Administration, Philanthropy, Human Services, or related field. Advanced degree a plus.
- Excellent written and oral communication skills.
- Ability to facilitate group processes in consensus building, conflict resolution, planning, and decision-making.
- Five plus years in an executive level position with a nonprofit or commensurate experience with a similar organization. Human services nonprofit experience a plus.
- Proven capabilities in human services program development and operations, personnel management, financial database management, volunteer program management, and facility management.

- Extensive fundraising experience, including leading or managing a capital campaign.
- Previous experience working closely with a board of directors, providing board support.
- Possess advanced reasoning skills, including the ability to define problems, collect data, establish facts, and draw valid conclusions coupled with the ability to interpret and address abstract and concrete variables.
- Experience with capital campaigns and strong development background
- Possess and exercise sound judgment and discretion in all matters associated with RMHCCI.

Experience:

The successful candidate will likely have the following:

- **Organizational Leadership:** Capacity to successfully lead large operations, achieve goals and present a favorable image to the community and donor group. This may entail experience as the organization’s Chief Executive Officer or executive level staff leader.
- **Leadership Style:** Positive, forward-leaning approach to leadership, management and exceeding expectations.
- **Program Management:** Experience with mid-to-large non-profit programs preferred, demonstrating an understanding of program functions and operations (including volunteer services, fundraising, public relations, and marketing functions).
- **Business Acumen:** Good business judgement including prioritizing issues and budgetary expenditures, managing staff, and increasing the profile of the RMHCCI.
- **Financial Management:** Experience with budget development and management involving timely preparation of financial reports and statements.
- **Public Affairs:** Experience serving as an organizational spokesperson, supporting the organization’s principles, objectives and initiatives. Excellent public speaking and public relations skills.
- **Program Management:** Capacity to provide leadership for development, implementation, improvement, and evolution of organization programs, volunteering, fundraising and public relations.

- Volunteer Services: Demonstrated knowledge of how to provide value to volunteer members, increasing volunteer pool, and an understanding of the distinction between volunteer and staff roles in delivering value.
- Interpersonal Skills and People Management: Mature interpersonal and public presentation skills. Ability to work as an effective member within an organization, coaching, listening, leading, following, negotiating, working effectively with people of diverse backgrounds, building alliances, collaborating, and looking for win-win solutions. Demonstrated ability to recruit, retain, and reward performance. Experience managing teams and working with volunteers. Experience working with volunteer boards of directors, committee chairs, and external partners.
- Acquiring and Using Information: The ability to acquire, evaluate, organize and interpret information, as well as communicate it in a way that is understood and relevant. Strong listening skills. Excellent writing and editing ability.

Leadership, Management and Behavioral Competencies:

The following are key competencies that are required for the role:

- Influence and Relationship Building – This individual must be a highly collegial and passionate leader with an exceptional ability to ask questions, listen, and reach consensus. The individual must also possess the human, emotional and intellectual qualities that earn the respect of the Board of Directors, volunteers, staff, business partners and constituencies. The successful Chief Executive Officer will utilize these skills to further the RMHCCI current successes and elevate the organization’s profile.
- Collaboration and Decisiveness – The successful candidate will demonstrate firmness and decision making while carefully assessing the facts of a situation and weighing alternatives. She or he must be able to collaborate with the Board of Directors in prioritizing and leading strategic and operational decisions that will best achieve the goals of RMHCCI.
- Negotiating and Navigating - This individual must be an effective problem solver with well-developed and finely-honed strategic, fundraising, and negotiating skills as well as the ability to be a persuasive advocate on behalf of the RMHCCI.
- Strategy and Execution – The individual must possess strong intellect and capacity for strategy and vision, and must also be highly disciplined in prioritization, execution,

process management, and leadership. She or he will thrive on partnering with others to anticipate challenges and implement new ideas.

- Integrity – The Chief Executive Officer must possess self-awareness, lead with enthusiasm and dynamism, and demonstrate exceptional personal integrity and diplomacy in setting high standards for personal and professional behavior.
- Commitment to Diversity – This leader will value, encourage and promote an inclusive culture, both in volunteers and staff, fostering an environment that mirrors our guests.