

MILAGRO HOUSE

Position Announcement: Executive Director

Organization Overview

Milagro House started in 1998 as a transitional housing program for mothers and their children experiencing homelessness. Milagro House owns two properties on South Christian Street where several families are housed. In response to the deeply held belief that education breaks the cycle of poverty and homelessness, in 2004, Milagro House created the Education Center, where GED, remedial and enrichment education classes are taught, and it is housed on a property located on Howard Avenue. In addition to our administrative offices, nine families can reside at the house located at West Chestnut Street. Milagro House has an annual operating budget of over \$500,000 and six staff. We are funded solely by private donations from the Lancaster Community—individuals, businesses, schools, religious organizations and service and fraternal groups, as well as the grant monies we receive from foundations. The major fund raising event, "Evening of Miracles", held in the fall, is an opportunity to engage individual donors and the business community in support of Milagro House. Milagro House does not solicit or receive government funding. This has allowed the program to operate without the strict guidelines and limitations that often accompany public funding. Women who successfully reach their goals while living at Milagro House remain part of our permanent supportive housing program after they move to independent living. Follow-up services help the women maintain their new-found independence and build upon their success. Referrals are received from area hospitals, agencies and rehabilitation services. Milagro House is committed to a holistic approach to success, and their services include:

- Counseling and life skills
- A clean, safe place for women to live with their children
- The provision of food, clothing and personal items until the women can afford their own
- A focus on education and training that will lead to sustainable employment that pays a living wage
- An organized environment with limitations and rules that promote responsibility as well as independence
- Intensive, individualized, daily service coordination to help them navigate the complex world they must learn to live in on their own

Job Location

Main location: 669 West Chestnut Street, Lancaster, PA 17603

Branch locations: 320 South Christian Street, Lancaster, PA 17602

Job Summary

Reports to: Board President

The Executive Director is responsible for supporting the organization's mission; implementing the strategic direction and priorities of Milagro House; meeting its financial goals; maintaining smooth and professional operations; and, in conjunction with the Board President, ensuring the Board fulfills its governance function. The Executive Director is to maintain and sustain the organization's reputation for integrity, compassion and fairness within the organization and throughout the community.

Major Duties & Responsibilities of the Job

- **Board administration, relations and development**
 - Keep the Board informed through practical and effective communications
 - Works in collaboration with the Board to ensure the strategic plan is executed
 - Works in collaboration with the Board to develop an appropriate fund raising strategy and approach
 - Works with the Board President to ensure all committees have clear responsibilities, are focused, and functioning productively
 - Provides on-going Board education ensuring they have a solid understanding of the critical components and challenges of Milagro House
 - In conjunction with the Board President, oversees the Board's governance
- **Community and public relations**
 - As the ambassador of Milagro House to the community, ensure that the organization and its mission, programs and services are consistently presented in a strong, positive way to all of its stakeholders
 - Ensures that all messaging is clear, focused and professional
 - Maintains strong relationships with donors and key stakeholders

- Seeks out and develops relationships with donors and other organizations that help ensure both success and long term stability of the programs
- Improves and oversees the organization's website
- Works in collaboration with the Board to develop and maintain an ongoing Milagro House event, opportunity, and public relations calendar
- **Development/Fundraising**
 - Oversees the organization's development plan, fundraising operations and resource allocation
 - Works closely with the Board to design and implement fundraising programs and activities
 - Oversees all related records, database, and documentation
 - Oversees the preparation of grant submissions
 - Meets established annual grant goals
- **Fiscal management**
 - Ensures that Milagro House is fiscally sound
 - Works with the Board to prepare an annual budget and ensures that the organization operates within the budget guidelines
 - Responsible for developing and maintaining sound fiscal policies and practices
 - Establishes rigorous accountability standards for grant, development and budget tracking
 - Directs financial activities and makes decision based on the Board-approved budget and policies developed in concert with the Board
 - Oversees all bookkeeping, accounting and financial activities
 - Oversee the properties owned by Milagro House and maintain them to a standard that assures the safety and security of the clients
- **Human resource management**
 - Role model the desired behavior and culture characteristics Milagro House expects of its staff
 - Handles recruitment, hiring, departure and firing of staff
 - Performs staff evaluations, updates job descriptions and ensures staff understands what is expected of them
 - Ensures personnel files are kept current based on personnel policies
 - Provides staff coaching and development
 - Oversee the volunteer program
- **Program Management**
 - Develops a program philosophy and guidelines for Milagro House programs
 - Work with staff to develop goals for Milagro House clientele along with indicators that demonstrate the effectiveness of the organization's overall program and success rate
 - Works collaboratively with the Board to review and develop programming
 - Oversees the organization's programs to ensure they are congruent with one another and are supporting the needs of the clients in the most effective and efficient manner
 - Establishes measurements to determine the effectiveness of the programs
 - Creates collaborative relationships with related organizations to keep current with program trends and to partner with others to provide programming
 - Develops a process to periodically review the programs to determine what refinements are necessary
- **Strategic planning**
 - Ensure that the annual budget supports the strategic plan and that the plan is resourced appropriately
 - Manages the plan
 - Achieves the plan's success indicators
 - Provides updates regarding strategic plan issues, challenges and accomplishments to the Board
 - Working with the Board, refines and updates the strategic plan on a regular basis
- **Promote a high ethical standard**
- **Perform all other duties necessary to provide effective leadership to Milagro House**

Qualifications	
<ul style="list-style-type: none"> • Bachelor’s degree required; Master’s degree preferred • Two or more years of prior Executive Director or key leadership experience is required • Not-for-profit experience preferred 	
Job Relevant Knowledge/Experience	
<ul style="list-style-type: none"> • Awareness of social issues; specifically addiction, mental health, domestic violence, and homelessness • Revenue management • Financial oversight including budgeting and monitoring • Human resources including staff supervision • Networking/relationship building • Fund development 	<ul style="list-style-type: none"> • Public speaking • Facilities management • Advocacy • Volunteer management • Donor Perfect • Microsoft Office Suite
Personal Traits/Values	
<ul style="list-style-type: none"> • Effective leader • Open/transparent • Motivational • Fair • Value diversity 	<ul style="list-style-type: none"> • Decisive/accountable • Excellent communicator • Committed to learning • Value feedback • Effective listener
Other Job Related Requirements	
<ul style="list-style-type: none"> • Valid driver’s license • Ability to lift 50 lbs. • Light maintenance duties 	
Milagro House Mission	
<p>Milagro House is committed to providing education, housing and counseling for women and their children experiencing homelessness.</p>	
Nondiscrimination Statement	
<p>Milagro House believes that all people are to be treated with dignity and respect and are entitled to fair and equal treatment in employment and the receipt of all contracted services regardless of race, religious creed, national origin, age, sex, sexual orientation, gender identity, marital status, parenthood, disability or any other characteristic protected by law.</p>	
Application Instructions – Must be received no later than June 23, 2017	
<p>Submit a cover letter that includes desired salary, CV/resume, and a list of three professional and three personal references to:</p> <p>MAIL: Cindy Stewart, Board Consultant, 10 N. Market Street, Unit 402, Lancaster PA 17603</p> <p>Electronic: Email address: cindy.stewart@fhccp.org Subject line: Executive Director Search</p> <p>Salary commensurate with experience. All applications will remain confidential until the final phase of interviews. Initial interviews: July 10, 2017 Second interviews: July 17, 2017</p>	