



Nonprofit Consultants

EXECUTIVE SEARCH CONSULTANTS

20 Stanwix Street, 9th Floor, Pittsburgh, PA 15222

Tel: 412.434.1335 * Fax: 412.281.5925 * Email: towens@deweykaye.com

**SENIOR DIRECTOR – FINANCE AND ADMINISTRATION
FAMILY HOUSE, INC., PITTSBURGH, PA**



PERFORMANCE PROFILE

Family House has been supporting Pittsburgh's reputation as a center for healthcare excellence since 1983, by providing lodging and emotional support for patients and families needing to reside in close proximity to our area hospitals and medical centers. Due to the expansion and increased complexity of its operations the organization created this new position to support and lead the finance and administration functions. If you've got a strong finance, operations, management and leadership background, have some health or hospitality experience, and enjoy managing and directing the efforts of others, we'd like to speak with you.

BACKGROUND

Family House was founded in 1983 and opened its doors to patients and their families, providing them with comfortable, affordable surroundings while they underwent specialized hospital treatment at the University of Pittsburgh Medical Center, the Western Pennsylvania Hospital, and other hospitals in the Pittsburgh area. Family House's mission is to *provide a special "home away from home" for patients and/or families who must travel to Pittsburgh for treatment of serious or life-threatening illnesses.* Family House operates four "houses" in Pittsburgh, and annually serves more than 12,000 families. The organization has an annual operating budget of \$3.3M, 17 full-time and 39 part-time employees and a dedicated board comprised of 36 members.

It is the goal of Family House to deliver its mission through effective operations and management of strong financial practices. To this end, we are seeking an entrepreneurial spirited, seasoned business leader with experience in a variety of business disciplines and a strong commitment to the mission, goals, policies and philosophy of Family House.

For more information on Family House visit <http://www.familyhouse.org/>

POSITION OVERVIEW

Through a respectful, constructive and energetic style, the Senior Director provides the leadership and management attitude, work ethic and skills necessary to ensure that the workforce and organization operate in a work environment in which systematic processes are fully deployed and continuously improved. It is the overall responsibility of the Senior Director to ensure that operational practices, systems, financial controls, administrative and reporting procedures, by highly capable, coached, empowered and engaged staff are in place to effectively deliver the mission and ensure financial strength and operating efficiency. The Senior Director will act as liaison to select Board Committees and represents the organization in the absence of the Executive Director. The Senior Director will also manage and evaluate both personnel and projects.

The Senior Director is responsible for managing all daily operational aspects of the organization: including guest services, accommodations, facilities, accounting and finance operations, administration of policies regarding finance, accounting, insurance, legal, internal controls, communication, personnel, audits and maintenance of computer systems and databases. The Senior Director reports directly to the Executive Director.

PERFORMANCE OBJECTIVES

Within the first year in this role, the successful candidate will have accomplished the following:

1. **Accounting and financial operations** – Manage activities to receive, disburse, deposit and account for funds, including daily oversight of cash management and billing functions. Operate the accounting records and accounting systems necessary to maintain fiscal control over the assets of Family House, Inc. Supervise the Business Manager and other select personnel. Supervise the preparation and presentation of financial statements on a monthly basis for the Executive Director and business

- managers. Serve as liaison with the board finance committee by participating and providing reports and recommendations on a quarterly basis. Coordinate actions related to investment fund management; serve as liaison with investment committee. Ensure the preparation, presentation and administration of annual operating and capital budgets, Family House construction projects and project management for operations of Family House. Direct and coordinate the monitoring and updating of the monthly operating budget. Coordinate the yearly audit at fiscal year end with an outside accounting firm. Prepare federal and state annual reports (990 and O10). Initiate and oversee business analysis related to financial projections; investment activity, guest services/occupancy and special projects as needed.
2. **Guest services** – Ensure timely and effective management and response to guest and/or key stakeholder issues and ensure efficient staffing to meet business demands. Responsible for emergency management and response. Manage the Director of Guest Services. Direct and supervise daily operation of four facilities to ensure measurably outstanding service to family house guests. Oversee housing department, facilities department, and direct supervision of house management staff. Manage house operations to ensure that every guest has a great guest experience via accommodations that are available, clean, and comfortable with adequate supplies and systems by staff that deliver high quality, compassionate, and consistent services. Supervise internal Housekeeping Staff to insure the quality and cleanliness of the homes and the guest accommodations. Work in conjunction with appropriate Family House staff and key business partners to resolve issues impacting guest relations and /or services. In addition, ensure satisfactory maintenance and operation of all Family House facilities and assets.
 3. **Policies regarding finance, accounting, insurance, legal, internal controls, communication, personnel, audits** – Establish and maintain relationships with the various legal representatives of Family House and coordination of activities concerning legal issues. Coordination of activities with all governmental and regulatory agencies. Coordination of all insurance coverage and service contracts. Conduct periodic review of coverage levels, coverage options and organizational needs.
 4. **Facilities and systems** – Immediate response to house needs/operations. This includes on-call availability to address immediate concerns and make decisions independently to assist in operational issues: including elevator entrapment, water leaks, flooding, inclement weather, power outages, disruptive guests, and emergencies such as evacuations, fire, death of a guest etc. Monitor contract compliance of contracted services such as cleaning, linen, and information systems and address issues that impact quality of delivery. Coordinate contract renewals. Manage employment processes, employee relations, and employee communications. Facilitates staff meetings/training where applicable. Develop and maintain procedures and databases to insure proper control over the management of Family House property and fixed assets.
 5. **Planning, quality control and process improvement** – Develop and manage annual business performance evaluation and reporting program. Develop financial plans to achieve strategic objectives. Coordination of long-term strategic planning efforts both within Family House and in conjunction with appropriate external organizations. Oversee human resources (employment standards, benefits, staffing and payroll) and information systems functions for the organization; develop policy with key stakeholders on all issues concerning financial or business matters and supervise compliance with such policies.
 6. **Board committee responsibilities** – Meet and build a working relationship with the Board Finance committee chair, Investment committee chair, Guest Services committee chair, Policy and Program committee chair and Board Treasurer. With these committees set agendas, identify with initiatives and ensure communication with committee members (jointly with chair). Partner with Executive Director in Board meeting preparation and Board committee activities and communication.
 7. **Other duties as assigned.** Assist appropriate Family House staff and volunteer groups to provide support to special events, including significant involvement in special event planning, execution and financial accountability.

KNOWLEDGE AND PRACTICAL EXPERIENCE REQUIRED

The ideal candidate has a blend of the following:

1. Bachelor's degree required; Master's degree preferred. CPA and/or significant accounting experience considered a plus.
2. Ability to work flexible hours including evenings and weekends when necessary.

3. Minimum of 10 years experience in administration and finance/accounting including supervisory experience. Significant business operations responsibility with multidiscipline management experience required.
4. Prior successful senior employment experience in a nonprofit or healthcare setting a plus.
5. Experience managing budgets and staff of similar size, scope and scale a plus.
6. Interpersonally self aware, and always striving to improve your ability to interact, understand and work with others.
7. A track record of quality improvement and always striving to improve efficiency, outcomes, the customer experience and metrics.
8. A systems thinker who can build processes to enhance operations.
9. A deep passion for the mission of Family House, and for helping others.

TO APPLY

Qualified individuals may apply confidentially by submitting resume, cover letter and compensation requirements as MS Word attachments to: resumes@deweykaye.com. Please reference the following in the subject line of your email: **Family House, Senior Director (#175-MH687)**.

Candidates must submit materials no later than Friday, September 17, 2010. If you do not receive an email confirmation of your submission within 3 business days, please call Dawn Kopp at 412-434-1335.

Please direct all inquiries related to this position to Dewey & Kaye.

Family House, Inc. is an Equal Opportunity Employer.