



Position Announcement: Chief Development Officer **Hospitality House of Charlotte** **Located in: Charlotte, North Carolina**

The Opportunity

Hospitality House of Charlotte (HHOC) is seeking a Chief Development Officer that believes your zip code shouldn't control your health outcomes.

At HHOC we envision a world where access to healthcare is a reality for all. To support that, we operate a 20-bedroom facility providing patient lodging and support near world-class medical systems.

As Charlotte's medical community rapidly grows, demand for HHOC's services will rise and 20 bedrooms will not be sufficient for housing patients and caregivers seeking treatment here. As of now, HHOC has families on its waitlist daily and turns away an average of 73 referrals monthly due to limited capacity.

In 2022, HHOC formed a committee to explore expansion possibilities. HHOC is working towards a formal plan and will begin a capital campaign within the next two years. Expanding to 60 suites and including rooms suited for immunocompromised patients will triple capacity and keep HHOC aligned with available lodging near other world-class hospital systems.

The Chief Development Officer will play a critical role in laying the groundwork for the planning, research, and capacity building that will be needed for this expansion.

The Ideal Candidate

The ideal candidate will have a deep passion for Hospitality House's mission and have experience in the following functional areas:

Fundraising Strategy and Execution:

- Develop and implement a comprehensive fundraising strategy to meet HHOC's financial goals and mission.
- Identify intentional strategies to cultivate relationships with individual donors, corporate investors, foundations, and other potential funding sources, inviting them to invest in HHOC's work in ways that align with their own philanthropic goals.
- Oversee the planning, execution and evaluation of fundraising events, campaigns, and initiatives to support both the organization's annual operating support and the planning and execution of the future capital campaign.

Donor Cultivation, Solicitation and Stewardship:

- Collaborate with the Executive Director and Board of Directors to strategically engage them in fundraising efforts and leverage their networks.

- Build and maintain strong relationships with current and prospective donors, ensuring effective communication and engagement.
- In collaboration with the Development Manager, develop and implement strategies to identify, cultivate, and solicit major gifts from individual donors and corporate partners.
- Create and implement a donor stewardship program to recognize and thank donors for their support.

Community Engagement and Partnerships:

- Represent Hospitality House of Charlotte in the community and build strong relationships with key individuals, including government agencies, funders, and partner organizations.
- Collaborate with community partners to identify and leverage opportunities for collaboration and resource sharing.
- Participate in relevant community events, conferences, and meetings to raise awareness about the organization's mission and services.

Organizational Leadership, Team Leadership and Development:

- Bring a philanthropic lens to the strategic discussions and decisions of the organization as a member of the leadership team.
- Provide leadership and guidance to the development and marketing team including hiring, training, and performance management. The current team includes a Development Manager, Community Engagement Coordinator, Development Coordinator, and contract grant support.
- Foster a positive and inclusive work environment that promotes collaboration, professional growth, and employee satisfaction.
- Create and implement professional development programs to enhance staff skills and knowledge in fundraising and development.

Grant Management:

- Develop and maintain relationships with grantors, providing regular updates on program outcomes and impact.
- Manage a contract grant writer who will research, prepare, and submit grant proposals, ensuring compliance with funder requirements and deadlines, including tracking deadlines, gathering necessary information, and ensuring timely submission.

Qualifications:

- Bachelor's degree in a relevant field or relevant experience (e.g., nonprofit management, business administration, communications).
- Minimum of 7 years of progressive leadership experience in nonprofit fundraising and development, preferably in healthcare or social services.
- Strong knowledge of fundraising principles, strategies, and best practices.
- Relationship builder with a natural curiosity and the ability to build authentic relationships rooted in trust.

- Proven track record of successfully securing major gifts, grants, and sponsorships.
- Excellent communication and interpersonal skills with a desire and ability to engage diverse individuals.
- Demonstrated success in annual and capital campaigns, budgeting, and resource allocation.
- Compassion for and experience with those who have experienced healthcare challenges.
- Knowledge of the local community and resources related to healthcare is desirable.

The Chief Development Officer for Hospitality House of Charlotte is a critical leadership role during this time of growth and requires that this individual embodies the values of compassion, community, and commitment. Working with the Executive Director, Board, volunteers, and staff members, the ideal candidate will be energized by people, have deep curiosity, and unwavering integrity. The successful candidate will have a strong commitment to the organization's mission, a track record of successful fundraising, and the ability to build strong relationships with donors and partners.

About the Organization

Hospitality House of Charlotte (HHOC)'s mission is to create community for patients connecting to vital medical care. Since 1985, HHOC has advanced equitable access to healthcare through private, low-cost accommodations near Charlotte's world class hospital systems. The 20-bedroom facility offers housing to caregivers as well as medically stable patients who need to remain close to their care. Most guests are facing cancer, organ transplantation, cardiac issues, or trauma, but a wide variety of diagnoses are served.

For a nominal nightly fee of \$50, HHOC guests have access to a private room, restroom, a fully stocked kitchen and pantry, daily meals, laundry facilities and supplies, parking, and hospital transportation. Individuals unable to pay the nightly fee may apply for financial assistance.

The organization's programming meets the basic needs of patients and caregivers while creating a compassionate community of support that aids their physical and mental health. Hospitality House is led by a diverse, innovative, and empathetic team, many of which have personal stories that relate to the mission. This ensures the patients and caregivers who make HHOC their temporary home encounter individuals who look like them, and staff operate with an understanding that medical crisis often comes with financial hardship. Last year alone, HHOC saved more than \$2.3 million in lodging costs for families in medical crisis.

HHOC is a certified member of the Healthcare Hospitality Network (HHN), a nationwide association of nonprofits providing lodging and support to out-of-town patients.

Hospitality House of Charlotte is a 501(c)(3) nonprofit organization with a \$1.1 million budget and is funded through contributions (44%), guest fees (28%), in kind support (20%) and event income (7%). The Chief Development Officer will oversee contributions, in kind support, event income in the annual budget and play a critical role in securing the funds needed for the new facility.

Want to know more? Visit Hospitality House of Charlotte 's website at [Hospitality House of Charlotte](https://www.hospitalityhouseofcharlotte.org).

Think you are the next Chief Development Officer for Hospitality House of Charlotte?

To apply, click on the link to the Chief Development Officer position profile at [ArmstrongMcGuire.com/jobs](https://armstrongmcguire.com/jobs). You will see instructions for uploading your compelling cover letter, resume, salary requirements, and professional references. Please provide all requested information to be considered. In case of any technical problems, contact talent@armstrongmcguire.com. No phone calls, please, and no applications will be accepted by email or directly from third-party posting sites. Review of candidates will begin in December and continue until the position is filled.

Salary is commensurate with the requirements of the position and is expected to be between \$100-\$110k range. Benefits include medical, dental, vision, life, short term disability insurance; SIMPLE IRA after 6 months of employment with a match up to 3% employee salary deferral; \$50 monthly cell phone stipend. Accrued Paid Time off starting at 13 days and 8 paid holidays and 2 floating holidays.

Hospitality House of Charlotte does not discriminate on the basis of race, color, religion, gender, sexual orientation, gender identity, age, national origin, disability, genetic information, marital status, amnesty, or status as a covered veteran, in any of its activities or operations.

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