



POSITION ANNOUNCEMENT EXECUTIVE DIRECTOR

**Caring House
2625 Pickett Rd., Durham, NC 27705**

Caring House seeks a compassionate, caring, energetic and experienced Executive Director who will ensure our home-away-from-home for Duke Cancer Institute patients continues and expands upon its 30-year tradition of providing comfortable, supportive, attractive and affordable housing for outpatients and their caregivers. The next ED will succeed Sheridan van Wagenberg who recently retired after guiding Caring House for the past 13 years.

The consulting firm of moss+ross has been retained to assist with the search. Please send nominations or a cover letter and resume to:

Mr. Robinson Everett, Search Committee Chair
CaringHouseSearch@mossandross.com

The position will remain open until filled. To ensure full consideration, please submit application by April 27.

Caring House

Position Description: Executive Director
Hiring range is \$110,000 - \$150,000 plus benefits
Applications will be accepted until the position is filled.
Tentative start date: June 2022

Position Summary

Caring House seeks a compassionate, energetic, values-driven individual who is excited by the opportunity to help build upon our 30 years of providing a comfortable, supportive, attractive and affordable home-away-from-home for Duke Cancer Institute's outpatients and their caregivers. The ideal candidate will have empathy and a passion for helping guests faced with intense health challenges and the skill to manage a small staff and volunteer team dedicated to providing compassionate service. We seek a proven leader with a successful record of directing significant nonprofit fundraising and programmatic operations while working effectively with staff, board, volunteers, and the community. The new Executive Director will have the vision, charisma, and drive to attract new community partners and ensure Caring House continues to grow as an integral partner in the world-class continuum of care offered at Duke Cancer Institute.

The Opportunity

The new Executive Director will lead a stable, respected healthcare hospitality house in collaboration with physicians and staff at the Duke Cancer Institute. Caring House has recently undergone an extensive renovation and is developing plans for a capital campaign and expansion that will double its capacity.

While it is difficult to quantify the benefit of a stay at Caring House to our guests, we consistently hear from physicians, social workers, and most importantly, from our guests that their time at Caring House is integral to their mental, physical, and emotional well-being during their cancer treatments.

The Executive Director is responsible for the active day-to-day management and strategic leadership of Caring House staff and resources to assure patients and caregivers will find peace of mind and support for a successful healing process. The ED is the top executive position at Caring House, leading all aspects of the organization including fundraising and revenue generation, financial stewardship, organizational and



programmatic leadership, maintenance of a strong relationship with Duke Cancer Institute/Duke University, external engagement with our Durham and greater Triangle communities, and working with the Board to set and implement strategic growth and operational goals.

The Caring House Board of Directors, in coordination with staff and outside counsel, has initiated planning for a capital campaign to increase guest capacity, programming and amenities. In this exciting stage, architectural renderings are complete and presentation to the Cancer Center and University is underway. Caring House is undertaking this work from a position of operational stability and with the deep commitment of an energetic Board and staff. The new ED will play an integral leadership role in the campaign and all fundraising working closely with the Board, the campaign's volunteer leadership, professional campaign consultants, and Caring House staff.

The Executive Director reports directly to the Caring House Board of Directors and supervises the Director of Operations, Director of Finance, Director of Development, Housekeepers, Night Managers, and Weekend Managers.

Key Responsibilities and Skill Requirements

Resource Development and Community Relations

- Assures an effective, diversified and successful fund development program in conjunction with the Director of Development and Development Committee of the Board
- Identifies and cultivates prospective donors and pursues funding through relevant foundations, corporations, and community activities
- Maintains a portfolio of key donors and prospects
- Oversees community relations and relationships with foundations, corporations, and public entities that support Caring House
- Maintains and works to strengthen a cordial and mutually beneficial relationship with the leadership and staff of Duke Cancer Institute and relevant units of Duke Health/Duke University
- Creates and implements an annual public relations/marketing plan for Caring House, in conjunction with Director of Development
- Serves as the primary spokesperson for Caring House fundraising, community, and public relations activities

Human Resources

- Assures a healthy work environment that attracts, retains, and supports quality staff and volunteers
- Maintains compliance with applicable local, state, and federal labor statutes

- Develops and revises human resource policies and procedures as needed
- Maintains current job descriptions for each employee
- Ensures an annual workplan is developed for each employee and regular performance evaluations are held
- Recommends staffing to the Board and ensures appropriate salary structures are developed and maintained
- Encourages staff and volunteer development and plans and facilitates regular staff meetings
- Models and develops strategies that ensure the organization is constantly integrating diversity, equity, accessibility, and inclusion as organizational values

Facilities Operations

- Provides general oversight of all facility operations in conjunction with the Director of Operations to assure that a “homelike,” emotionally supportive, safe environment is provided for all guests throughout their stay
- Assures program quality and organizational stability through development and implementation of standards and controls, systems and procedures, and regular evaluation
- Assures the facility provides a relaxing environment and adequate capacity
- Identifies and recommends to the Board necessary and desired improvements to the facility and property

Financial Management

- Oversees effective fiscal management and supervision of Caring House with adequate control and accounting of all funds, including developing and maintaining sound financial practices
- Works with the Director of Finance and staff, Finance Committee, and the Board to prepare an annual budget and ensures the organization operates within budget guidelines
- Ensures maintenance of official records and documents and compliance with federal, state, and local regulations and reporting requirements
- Monitors grants and contracts to ensure fulfillment of agreement terms
- Creates and consistently updates a capital replacement schedule to maintain the physical building and property in excellent condition

Board Responsibilities

- Monitors and/or revises the strategic plan as directed by the Board and guides the Board in its implementation
- Assists the Board Nominating Committee in the recruitment and assimilation of new Board members

- Plans Board meetings as directed by Executive Committee and compiles requested reports for distribution before and at Board meetings
- Serves as ex-officio member for all standing committees of the Board
- Communicates regularly with the Board of Directors' Chair and committee chairs
- Keeps Board informed of developments in human services, not-for-profit management and governance, philanthropy, fund development, and trends in healthcare hospitality

Values, Personality Traits and Competencies

- Commitment to and passion for the Caring House mission and values
- Deep customer service experience to ensure a high-level commitment to Caring House guests, Board of Directors, staff, and volunteers
- Significant experience in a senior management role, preferably with relevance to hospitality/caring for vulnerable populations
- Demonstrated ability to scale, implement, and manage projects and programs to increase mission impact
- Bachelor's degree required; advanced degree a plus
- Exceptional leadership presence; able to engage, work with, and influence people
- Excellent organizational skills and attention to detail
- Excellent verbal and written communication skills to connect with a wide variety of stakeholders, alliances, and partnerships
- Excellent interpersonal skills; an active listener who inspires trust
- Versatility and ability to manage many projects at once
- Ability to bring closure to big and small projects
- Impeccable integrity, highly motivated, and positive "can-do" attitude

About [Caring House](#)

Caring House is a non-profit organization with a mission "to provide patients at Duke Cancer Institute with peace of mind by providing affordable housing, a healing environment and a positive, supportive community" during a patient's course of treatment. We operate on the belief that successful outcomes in cancer care are nurtured when patients are able to navigate their treatment regimens with hope and positivity. Caring House is governed by a Board of Directors composed of regional leaders in business, academic, and medical fields as well as other community leaders and individuals whose lives have been impacted by cancer.

Our 13,800 square foot building has 18 well-appointed guest rooms each with a private bath and sitting area, a separate apartment for bone and marrow transplant patients, indoor and outdoor common areas, a fully equipped communal kitchen and dining area, laundry room, and a library, all of which provide a “home away from home,” for up to 650 adult patients and caregivers each year. The nightly fee for patients is \$45 per night (with an actual operating cost of \$94/night.)



Since Caring House opened in 1992, it has served more than 16,000 guests and their caregivers. The majority of our guests (57%) come from North Carolina, often from locations far from Durham and the Cancer Institute, which requires a local place to stay. The average length of a stay is 20 days, concurrent with the timeline for most outpatient radiation or chemotherapy treatments.

Caring House has a current annual operating budget of \$983,400 and an endowment of \$5.5 million. Guest fees account for approximately 25% of our operating budget, leaving 75% to be raised each year through special events, such as our annual Gala, and donations from individuals, corporations, and foundations. The pandemic years presented many challenges, yet even during the uncertainties of 2021, more than 600 donors contributed over \$500,000; volunteers donated over 800 service hours; and we were able to provide room subsidies, needs-based assistance, and *pro bono* services valued at more than \$136,000.

We are currently in the early planning stages of a capital campaign to add more guest rooms and new indoor and outdoor common areas to significantly increase our capacity to accommodate patients. Caring House is pleased to be a part of the world-class continuum of care offered at Duke Cancer Institute and looks forward to many more years of outstanding service to our guests.

About [Durham, NC](#)

Durham is a thriving center for learning, creativity, research and industry located in the heart of North Carolina’s Piedmont region. Durham is known as the “City of Medicine,” with healthcare as a major industry, including more than 300 medical and health-related companies and medical practices. Durham offers a vibrant downtown city center, world-class live performances and museums, outdoor recreation opportunities of all types, and a lively food and beverage scene.

Founded in the 1800s, Durham attracted major industries ranging from tobacco and textiles to banking and has grown into one of the largest metropolitan areas in North Carolina. By 1925 both North Carolina Central University and Duke University were

established. Today, Durham also is home to the North Carolina School of Science & Math, Durham Technical Community College, many private schools, and Durham Public Schools, the eighth largest school district in the state. The establishment of the [Research Triangle Park](#) (RTP) in the 1950s helped Durham evolve into a global center for information technology, biotechnology, pharmaceuticals, and medicine. More than 170 major research companies operate within RTP.

Compensation and Benefits

The hiring range for the Executive Director is \$110,000 to \$150,000 commensurate with experience and abilities. Caring House offers a competitive benefits package that includes health, dental, vision, and long-term disability insurance; IRA match; and paid time off.

Applications

In one document, please submit a cover letter, resume and how you found out about the position. Applications will be reviewed as received and accepted until the position is filled; to ensure full consideration, please submit by April 27. Send application packages via email to:

Mr. Robinson Everett, Search Committee Chair
CaringHouseSearch@mossandross.com

Writing samples may be required from semi-finalists who will be notified after the position has been open for at least 30 days. Five references will be required from finalists and a short presentation may be requested during final interviews. Background checks will be conducted before a final offer is made.

Anti-Discrimination Policy and Commitment to Diversity

Caring House is an Equal Employment Opportunity workplace. We recruit, employ, train, promote, and compensate personnel without regard to race, color, age, sex, sexual orientation, gender identity and expression, religion, national origin, veteran's status, disability, genetic information, or any other personal characteristic protected by law.