



Position: Executive Director

Responsible to: Board of Directors

Status: Full time, salaried

Special Conditions: Some evenings, weekend, and on-call work required

Overview

The executive director is a critical leadership role responsible for providing comprehensive strategic, operational, and clinical oversight for Mercy House. This position requires a dynamic leader who can effectively manage organizational operations, ensure high-quality care, develop strategic initiatives, and represent the organization in the community.

General Duties

The Executive Director will be responsible for:

- Providing comprehensive leadership and strategic direction for the entire organization
- Ensuring the highest standards of care and service delivery
- Managing organizational finances, operations, and human resources
- Representing Mercy House in the broader community and healthcare ecosystem
- Developing and maintaining critical relationships with key stakeholders

Functional Duties

Executive Oversight

- Develop, implement, and maintain organizational policies and procedures that align with best practices and regulatory requirements
- Prepare, manage, and monitor the organizational budget with fiscal responsibility
- Ensure full compliance with all relevant regulatory standards and guidelines
- Facilitate board meetings, including scheduling, agenda development, and comprehensive reporting
- Serve as a key liaison for finance and governance committees
- Conduct annual staff performance evaluations to support professional growth and organizational effectiveness
- Collaborate closely with the board in strategic planning and goal setting
- Manage staffing needs, establishing competitive salaries within the board-approved budget
- Create a positive, team-oriented work environment through active supervision and employee engagement
- Research and provide professional development opportunities for staff
- Design, implement, and monitor a comprehensive annual training plan

Operations

- Continuously monitor, track, and report quality assurance metrics
- Analyze guest analytics and industry trends to inform organizational strategy

Clinical Leadership

- Ensure exceptional quality of care by regularly monitoring care plans and maintaining frequent interactions with staff, hospice staff, and guests
- Build and maintain robust professional relationships with hospice providers, health systems and hospital representatives, physicians, and palliative and end-of-life care professionals

- Manage the entire referral and admission process
- Conduct organizational tours to familiarize guests and families with Mercy House services and fee structure
- Proactively visit prospective guests and their families as needed
- Oversee comprehensive family support services, address all family concerns and provide exceptional service recovery
- Demonstrate flexibility by filling clinical shifts and assisting staff during critical times

Advancement and Fundraising

- Collaborate closely with the advancement director to anticipate and identify fundraising needs and cultivate and nurture donor relationships
- Identify potential family gift opportunities

Communications and Community Engagement

- Serve as the primary representative and public face of Mercy House
- Lead community engagement efforts by speaking at community events and meetings, representing the organization's mission and values
- Attend strategic networking events

Requirements

Education and Experience

- RN, LPN, or associate's degree in health care or human services field
- NHA or PCHA license
- Leadership experience in healthcare, hospice, or nonprofit sectors

Skills and Competencies

- Exceptional leadership and team-building skills
- Experience in financial management and budgeting
- In-depth understanding of healthcare regulations and compliance requirements
- Excellent communication and interpersonal skills
- Strategic thinking and problem-solving abilities
- Demonstrated ability to build and maintain professional relationships
- Compassionate approach to end-of-life care services, sensitive/emergency situations

Personal Attributes

- Visionary leadership style
- High emotional intelligence
- Commitment to organizational mission and values
- Adaptable and resilient
- Proactive and detail-oriented
- Ability to work in a complex, dynamic healthcare environment

Technical Skills

- Proficiency in Microsoft Office Suite
- Experience with nonprofit management software

Mercy House is an Equal Opportunity Employer committed to creating an inclusive workplace that values diversity and supports professional growth. This job description does not state or imply that these are the only duties to be performed in this position.