

Position Profile

Director of Resource Development Neighborhood Housing Services of Chicago Chicago, IL

Neighborhood Housing Services of Chicago (NHS) is seeking an experienced and strategic development director to serve as the principal strategist to maintain, develop and implement creative methods for supporting NHS through increased philanthropy and additional revenue streams, and promoting a strong public image of this large and complex neighborhood revitalization nonprofit. The position offers an experienced fundraiser a great opportunity to grow the funding base of a 40 year old high impact organization serving low and moderate income households and communities throughout the Chicago metropolitan area.

The Organization

NHS is one of Chicago's largest and most innovative neighborhood revitalization organizations, serving over 5,000 clients last year. NHS transforms neighborhoods through education, lending, real estate development, community-building, and policy. Since its inception in 1975, NHS has:

- Served over 228,000 clients
- Educated over 42,000 prospective homebuyers
- Created over 5,000 new homeowners
- Loaned over \$627 million to low- and moderate-income homeowners
- Counseled over 33,000 homeowners at risk of foreclosure
- Saved over 10,000 homeowners from foreclosure
- Recovered and stabilized over 1,500 troubled properties
- Financed, built, or rehabbed over 35,000 housing units

NHS' mission is to create opportunities for people to live in affordable homes, improve their lives, and strengthen their neighborhoods. NHS works in partnership with business, government, and residents to help families purchase, improve, and prevent the loss of 1-4 unit homes. These activities revitalize neighborhoods. NHS is a very productive member of NeighborWorks America.

NHS was established in 1975 to combat redlining and provide revitalization strategies and practical resources to families in low- to moderate-income Chicago neighborhoods. NHS' model was based on an organization in Pittsburgh that found success in getting diverse groups, financial institutions, government agencies, and residents, to work together to revitalize neighborhoods. In 1978, NHS formed the NHS Redevelopment Corporation (NHSRC) to support its revitalization efforts through direct real estate development activities. In 1987, NHS responded to a growing need for creative and flexible loan products by founding Neighborhood Lending Services (NLS), an Illinois Residential Mortgage licensee (and Community Development Financial Institution), to provide home

improvement, purchase, and home ownership preservation financing. NLS is the largest nonprofit mortgage lender in the state of Illinois. In 2013, NHS expanded its services and opened an office in south suburban Cook County, Illinois.

NHS is in its second year of a four year strategic plan with the following key goals: 1) to create 1500 new homeowners; 2) invest \$100 M. in Chicagoland neighborhoods; 3) serve 25,000 households; 4) create 100 new resident leaders.

NHS Programs

NHS transforms neighborhoods through community building, real estate development, lending, education and policy advocacy.

Education

NHS offers homebuyer education classes, one-on-one pre-purchase counseling, and financial coaching, providing the tools homebuyers need to purchase, rehab, insure, and maintain a home. Through homeownership promotion, NHS builds a pipeline of potential homebuyers to invest in the future of their neighborhoods. NHS counselors provide foreclosure prevention counseling to borrowers to help them keep their homes through loan modifications with loan servicers. NHS also provides practical post-purchase counseling and workshops to ensure homeowners that their homes stay affordable and well-maintained.

Lending

Neighborhood Lending Services (NLS) is the Community Development Financial Institution (CDFI) lending arm of Neighborhood Housing Services of Chicago (NHS). NLS facilitates neighborhood revitalization by developing and administering loan and grant programs that finance home improvement, home safety repairs, home purchase, purchase-rehab, and home rehabilitation for low- and moderate-income families. The NLS Loan Fund was replenished in 2017 with \$39 million from 15 financial institutions. Well-maintained, owner-occupied homes have a range of economic, social, and psychological benefits for their residents and are critical components of stable and economically healthy neighborhoods. To support such activities, NHS' Construction Services team manages repair projects for clients.

Real Estate Development

NHS redevelopment activity strengthens neighborhoods by stabilizing vacant properties and rehabbing damaged housing stock. The NHS Redevelopment Corporation is responsible for administering the City of Chicago's receivership program for 1-4 unit buildings, securing distressed properties.

Community Building

NHS' neighborhood strategy works primarily through two service delivery models: first, working through 4 Regional Support Hubs, and second, through Partnership Initiatives, initially focusing on six Chicago neighborhoods. Each support hub has staff onsite to provide in-person housing counseling, mortgage lending and construction services. Each community partnership initiative works in shared space provided by a local partner institution. These local offices are the cornerstone of NHS' neighborhood transformation strategy, demonstrating its competitive advantage to knit together its

products and services in a customized way for each locale working with residents and other key partners to create vibrant, healthy communities.

Current Situation

NHS is seeking a strong Director of Development to continue the funding diversification process of the organization as programs and systems evolve to assure both mission impact and sustainability. This process has made great progress under the just departed Director, who has built a strong development team over the past four years.

NHS Chicago has a staff of 85 and is governed by a diverse 17 member board of directors comprised of community leaders, housing professionals and financial institutions. It has a current annual operating budget of approximately \$11 Million.

The Position

Reporting to the President, the Director of Development has overall responsibility for NHS fundraising strategy and activities, leading a Development Department staff of four. He/she works directly with the Executive Director, the Board of Directors, senior staff leaders, and select committees to establish fundraising priorities, plan donor requests, directly seek donor support and achieve fundraising goals. He/she also plans and directs organizational public relations and events. In addition to managing the day-to-day operations of the department, with the support of the Resource Development team, he/she collaborates with and assists business units to support their achievement of goals, including securing grant and contract renewals. Overall, the Director has primary responsibility for ensuring that the organization's good work and reputation are promoted in ways that maximize philanthropic resources and a positive image that support and sustain NHS's mission and goals in the short and long term.

Principal Job Duties and Responsibilities

Overall Management Responsibilities:

First, the Director of Development manages and oversees staff responsible for the day-to-day operations of fundraising, events, public relations and communications ensuring their optimal function and contribution to NHS. Second, she/he prepares reports and analyses that provide critical context of NHS's operating environment so that collaborative strategies can be developed to enhance organizational funding and public perception. Third, these functions are carried out as a contributing and accountable member of the NHS Management team, providing expertise and insight with professionalism and high ethical standards. The Director of Development also works closely with the NHS Board Resource Development Committee.

Fundraising Planning, Execution & Oversight:

Planning and executing organizational fundraising efforts is the core of the position's responsibilities. This includes the following activities: reviewing current organizational infrastructure and programs related to fundraising and redesigning, as needed, for optimal results; preparing annual, strategic

resource development plans and mobilizing involvement of volunteers and staff as appropriate; working collaboratively with staff and volunteers to identify new avenues of philanthropic support for programs/projects; maintaining existing and past donor relationships, and aggressively seeking and developing new resource relationships (e.g., corporate, foundation); overseeing and assisting in the preparation of grant and funding proposals with creativity and persuasiveness that achieves results; maintaining a pace of successful closure with grants and other funding requests; creating ways of packaging and promoting NHS's programs to philanthropic supporters and organizational stakeholders; developing and sustaining strong volunteer support for fundraising, events and related activities; researching and evaluating potential funding sources for new requests and initiatives; monitoring and analyzing market, social, economic, business and political trends to determine their potential impact on NHS programs, services and funding; developing effective and efficient systems and processes that result in increasing the depth, breadth and range of prospective donors; managing donor reporting processes in a responsive manner; and maintaining and managing Raiser's Edge or other appropriate technology for optimal results.

Event Planning, Execution and Oversight:

A second major area of responsibility is event planning and oversight. Working through the Development staff team, this includes assessing current NHS events and activities, determining their impact, and developing an Events Plan and calendar that compliment funding, communications and public relations goals; performing outreach and broadening participation in NHS events; and effectively planning and managing events to create positive results and enhance the image of NHS.

Near Term Priorities

The near term priorities for the first 6-12 months of the new Development Director's tenure include the following:

- Quickly understand the business model and approach of NHS Chicago, learn the structure of the organization, including an understanding of services and the needs of clients;
- Establish strong working relationships with the management team and the senior executive team, and especially with the President;
- Quickly build strong relationships with current funders supporting NHS;
- Assure the successful transition from Raiser's Edge to the Salesforce CRM in 2018;
- Actively engage in the community development world in the Chicago area to identify both new trends in the field and new potential partners for NHS;
- Achieve the goals articulated in the annual development plan, including \$2. 25 Million in philanthropic support for 2018.

Experience and Attributes

The Director of Development is expected to be a collaborative leader and professional who is comfortable operating in a wide variety of situations that promote the organization and achieve funding and other resource results.

The Director of Development is also expected to:

- Be an articulate and energetic organizational spokesperson with a proven track record of soliciting and closing gifts and grants;
- Illustrate measurable success in fundraising, communications and public relations in progressively responsible positions;
- Be a results-oriented coach, motivator and developer of staff;
- Be a strategic visionary capable of moving insight to action;
- Maintain sound technical skills, analytical ability, good judgment, and capacity for detail;
- Be a well-organized, self-directed, politically savvy team player;
- Be a succinct and persuasive oral and written communicator and presenter;
- Be a decisive leader who is also inclusive and collaborative;
- Demonstrate the capacity to manage multiple activities and efforts;
- Illustrate the capacity to collaborate, effectively, in ways that positively influence organizational outcomes;
- Exhibit proficiency with Microsoft Office Suite and Raiser's Edge or Salesforce;
- Demonstrate a clear affinity for the community development mission and philosophy;
- Possess and maintain the highest personal and professional integrity, compassion and standards of excellence.

Education:

An advanced degree in marketing, public relations, community development or other related field is desired.

Job Experience:

A minimum of seven (7) years progressive and related management experience; or an undergraduate degree in a related field with a minimum of ten (10) years progressive and related management experience.

Salary will be competitive and commensurate with experience.

Application Process

To apply, e-mail your resume, a cover letter that explains how your skills align with the requirements above, and salary requirements to our search consultant, David Erickson-Pearson:

epdavid@earthlink.net (*e-mail applications are required*). For other inquiries, contact David Erickson-Pearson at epdavid@earthlink.net.

NHS of Chicago is an equal opportunity employer. More information about the organization can be found at www.nhschicago.org.