Executive Director

Location: San Francisco Bay Area, CA (Hybrid)
Remote consideration on a case-by-case basis

Send resume or LinkedIn profile to careers@miraclemessages.org

When you join Miracle Messages, you'll be part of a smart, driven team committed to supporting our unhoused neighbors as people to be loved, not problems to be solved.

Miracle Messages is an award-winning 501(c)(3) national nonprofit organization that rebuilds social support systems and financial security for our unhoused neighbors, primarily through family reunifications, a phone-based buddy system, and direct cash transfers. We offer a humane and effective way to help end homelessness: strengthen social supports, invest in nurturing relationships, shatter stigmas, and empower people everywhere to get involved. We are on a mission to end relational poverty on the streets.

Overview
For the past 8 years, Miracle Messages (MM) has been led by its founder, Kevin F. Adler. While Kevin will remain engaged as founder, strategic advisor, and a leader on the board of directors – and will continue to work part-time to support you through an agreed-upon transition period – MM is now seeking its first outside Executive Director to lead the organization and our talented 10-person team, and grow our impact to new heights.

The Executive Director will:

- Drive Miracle Messages’ strategy and growth.
- Excel in strategic problem-solving, communication, and project management.
- Lead fundraising, including donor, grant, and corporate sponsor development.
- Mentor/manage the staff, establish success metrics, and ensure accountability.
- Partner with the founder/outgoing CEO and board to continue to realize the vision for this innovative organization, be skilled at coaching and receiving feedback, and working with key stakeholders at all levels of this organization.
- Bring extensive nonprofit leadership, fundraising experience, and a wide network.
- Be an excellent leader, steward, and evangelist for the organization.
● Be a bold, empathetic, and committed director who practices collaborative leadership, encourages new ways of thinking about the issue of homelessness, and is willing to advocate for this work through public speaking, writing, community engagement, and other forms of effective communication.

● Be vigorous about establishing success metrics for all programs and initiatives, not afraid to stop doing what is not working anymore, and equally comfortable advocating for expansion and securing additional funding for what works.

● Be enthusiastic about leading a passionate team of staff and volunteers who are focused on meeting our mission in a supportive, collaborative environment.

Responsibilities include the following:

● Steward, direct, and develop the organization's strategic plan, goals, and mission.

● Lead a diversified fundraising effort (current annual budget is ~$1 million), including by cultivating new and recurring donors and securing major grants.

● Lead, manage, mentor, and retain a dedicated staff and volunteer community.

● Partner with a talented Board of Directors and the founder / outgoing CEO.

● Manage the organization's budget in partnership with the finance committee.

● Draft organizational policies in partnership with the organization's legal counsel.

● Foster positive relationships with key stakeholders, including staff, donors, volunteers, partners, corporate sponsors, the media, and unhoused clients.

● Partner with the chief of staff to manage day-to-day business operations.

This is a full-time (35-45 hours per week) position, though this is not a typical 9-5 job; flexibility is required (with occasional nights and weekends, but this is infrequent). The expected salary range is $140,000 - $160,000 annually, commensurate with experience, plus medical and dental benefits, matching 401k, and transportation expense benefits.

Goals

● Increase annual budget from approximately $1M to $2M within three years.

● Cultivate recurring donors and the percentage of the overall budget that is recurring, including multi-year grants and major philanthropic commitments.

● Diversify revenue streams to include donations, grants, service contracts, etc.

● Develop, implement, and evaluate an expansion plan. Substantially grow each of our programs (e.g., by 2-3x within two years) to increase organizational impact (Reunions/Find Them cases, phone buddy matches, direct cash recipients). Define key success metrics in collaboration with the board and staff.
Increase visibility of the organization through expanded media coverage and PR efforts, website optimization, SEO, and digital strategy, social media strategy, etc.

Ensure that the short documentary on Miracle Money: California (funding and production partnerships for which are already secured) is completed. Work with Kevin on other major storytelling initiatives as well.

Expand and diversify the recruiting pipeline for the Board of Directors and staff.

**Qualifications**

- Strong nonprofit leadership, team management, and fundraising experience, or equivalent experiences. Additional financial management skills are a plus.
- Superior interpersonal abilities and communication skills, including comfort speaking publicly and with the media and solid written communication skills.
- Ability to effectively engage, empower, and lead a diverse team in a remote work environment. Ability to motivate, connect with, and listen to diverse stakeholders.
- Experience working w/ vulnerable populations (esp. unhoused neighbors) a plus.

**Requirements and expectations:**

The ideal candidate should possess a sensitivity to each interaction to ensure our unhoused neighbors feel seen. They will engage in direct local outreach at least once a month (as all staff members do!) to offer our programs and lead others in doing so.

As a small but impactful organization, self-motivation is crucial. The ideal candidate will prioritize developing and supporting staff to achieve outcome-focused solutions.

Exceptional written and verbal communication skills are vital for promoting our work to the public and engaging our volunteer community. The ideal candidate will serve as our spokesperson, work with marketing resources, and help secure speaking engagements.

Strong experience with fundraising. The ideal candidates should possess a robust list of donors/prospects, and be enthusiastic about cultivating new major gifts and grants to scale our programs. Familiarity with major giving events and grant writing is beneficial.

With support from the leadership team and Board, ensure that impeccable financial processes are followed, to further safeguard the sterling reputation of our nonprofit in the eyes of the public, our dedicated staff and volunteers, and our unhoused neighbors.