



MISSION

WACO | WORLD

Job Description		
MWMW Position Title (type in CAPS): CHIEF VILLAGE OFFICER		
Staff Group:	<input type="checkbox"/> Executive Staff <input checked="" type="checkbox"/> Program Director <input type="checkbox"/> Retail Manager	<input type="checkbox"/> Program Coordinator <input type="checkbox"/> Program Staff <input type="checkbox"/> Retail Staff <input type="checkbox"/> Operations/General Staff <input type="checkbox"/> Administrative Staff <input type="checkbox"/> _____
Immediate Supervisor: Executive Director		
Tasks also assigned by: Creekside Leadership Team		
Immediate Subordinates: Volunteers; future staffing teams (likely Neighbor Care and Property Management)		
Status:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt	Position Originally Created: 2023 Date Last Revised: April 2025
Hours Per week: Minimum 40		
<p>General Summary: The Chief Village Officer (CVO) is responsible for ensuring that Creekside Community Village (CCV) is built, developed, operated, and maintained at the highest level of excellence. Additionally, the CVO will be an integral member of the Creekside Leadership Team (CLT). The MWMW Board of Directors (BOD) and CLT see this role as a crucial position at an important time in the organization's growth, particularly as the village moves into the first phase. During the construction phases and under the direction of the CLT, the CVO will be directly responsible and accountable for all aspects of the design, construction, and site development. As each phase is complete the CVO will direct CCV's Resident Care and Property Management operations ensuring team members are engaged in a lifestyle of service with the homeless while cultivating community and promoting dignity to our homeless brothers and sisters. The CVO will be a role model and coach who leads all CCV teams to work collaboratively across the organization to ensure organizational goals are achieved. The CVO will provide strategic leadership as CCV grows, with a focus on planning and execution, leadership development, effective collaboration, stewardship, succession planning, and relationship-building.</p>		
Strategy, Vision, and Leadership		
1. Serve as a valuable member of the CLT who models a deep and enduring commitment to the organization's mission and aspires to grow as a strategic servant leader with a commitment to lifelong learning.		
2. In collaboration with the CLT and BOD, the CVO will develop, adopt, and execute a budget (construction and operational) alongside a strategic plan for the growth and evolution of CCV. This plan will focus on ensuring a permanent home and supportive community for all neighbors, planning, and developing capacity for future growth, developing, and pursuing new funding opportunities in collaboration with the Advancement Team/CCV Fundraising Team, strengthening relationships with key partners, and representing CCV's opportunities, results, and impact to the CLT and BOD.		
3. Lead, coach, and retain a high-performing team with an emphasis on developing capacity in leadership development, strategic analysis, planning, and program budgeting.		

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4. Build a culture of excellence, strong internal collaboration, effective external partnerships, goal achievement, professional growth, and continuous learning among the Resident Care and Property Management teams.
5. Focus on effective stewardship by deploying resources efficiently and effectively toward organizational goals, while providing regular feedback so that your team can continuously improve their leadership and customer service.
6. Act as a role model and lead the Resident Care and Property Management teams in embracing a cultural value that every one of us is a relationship manager with responsibility to connect potential donors and volunteers with the needs of our programs and the neighbors who call CCV home.
7. Participate with the CLT in making prayerful decisions; developing and executing the organization's strategy; achieving organizational goals; and leading change management efforts for a rapidly growing organization.
8. Represent CCV in the community and consistently evangelize the organization's mission.
9. Attend monthly All-Staff and Program Director meetings.
10. Become familiar with GiANT leadership principles while implementing said principles with all personnel and Missionals.
11. Be available to represent MWMW/CCV on the Housing and Homeless Coalition Boards.
12. Work to create collaboratively driven teams to develop policies, procedures, manuals, and programs regarding Missionals, Property Management, and Neighbor Care.
Site Planning, Construction, and Phase Management
1. Help develop feasibility study on Phase Two and beyond to be presented to the CLT and Board of Directors to better understand where we're at currently and help decide whether MWMW can sufficiently and sustainably proceed to the next consecutive phase.
2. Oversee the design phase by working closely with the architect, civil engineer, contractors, and Owner's Rep, ensuring the site plan meets the expectations of the CLT and BOD while ensuring compliance with applicable codes and regulations.
3. Collaborate with the Owner's Rep and contractors, monitor construction schedule, address any project delays, assess quality of work, resolve design issues, supervise important events during the build, and ensure the CLT is periodically briefed on project progress and promptly briefed on any limiting factors.
4. Ensure contractor/subcontractor compliance with contracts, site plans, drawings, and blueprints.
5. Manage the site, establish security over the construction site, ensure site is presentable to the public; keeping the site safe and clean.
6. Ensure compliance with City of Waco Contribution Agreement and HUD requirements (where applicable).
Team Oversight and Management
1. As Creekside grows, mentor and guide Neighbor Care and Property Management in the effective leadership and oversight of their respective teams.
2. Consistently improve the operations of CCV with a focus on key performance indicators related to neighbor move-ins, neighbor care, rent collection, community building, neighbor engagement, and overall neighbor happiness and wellbeing.
3. Ensure that all aspects of Neighbor Care and Property Management operate consistently and ethically within MWMW's mission in accordance with policies and procedures.
4. Establish and monitor staff performance and growth goals, set objectives, and establish priorities, and contribute to staff learning and development with a supportive and relational approach.
5. Oversee fiscal management of Neighbor Care and Property Management in collaboration with the Finance team, including creating programmatic budgets and holding staff accountable for budget management.
6. Display and create calm steadiness in managing a wide variety of day-to-day activities, while continuing to lead CCV through growth and change.

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7. Grow and develop the Resident Care and Property Management teams and create leadership succession strategies that prepare CCV for a strong future as the village grows.	
Partner Relationship Building	
1. Ensure strong relationships with Creekside Missionals and other partnering organizations that serve CCV neighbors, including behavioral health networks, health care providers, faith communities, law enforcement, service organizations, and many more.	
2. Create and implement Missional “job descriptions” including duties and responsibilities. Strategize with Neighbor Care and Missionals about how to prepare the Missional Team for the growth of the village and support Missional neighbors who are called into a lifestyle of service through kinship by living at the village.	
3. Focus on building a solid foundation for all partner relationships that is rooted in MWMW’s mission. Ensure all partners understand the philosophies that the CCV team lives by.	
4. Work with respective Volunteer and Groups Directors to ensure volunteers and groups follow policies and procedures as well as having a meaningful and impactful experience.	
5. Cultivate, nurture, and steward relationships with new partners who could deepen the care that is provided to village neighbors.	
6. Serve as a “systems leader” with CCV partners to multiply the value of our unique relational approach to serving neighbors with a focus on achieving mutually beneficial goals.	
7. Assist with helping cultivate relationships with donors and serve on the Fundraising Team.	
Requirements/Preferences	
The successful candidate will be passionate and knowledgeable about the nonprofit/social sector with a deep understanding of the current system of care for those experiencing homelessness. She or he will be enthusiastically committed to MWMW’s mission. She or he will gain and deepen his/her understanding of the philosophies and guiding principles that define and shape MWMW’s culture. The CVO will embrace embodying the values and guiding principles, modeling and coaching CCV staff and Missionals to do the same.	
Minimum skills and knowledge required: <ol style="list-style-type: none"> Highly collaborative style; experience developing and implementing strategic initiatives. Excellent writing/editing and verbal communication skills. Proven successes in planning, organizing, implementing, evaluating, and modifying programs, systems, and operations. Experience hiring and retaining senior staff and leading through transitions and growth with expertise in succession planning. Exceptional management skills and demonstrated success in supervising managers with a relational leadership style, skill in giving and receiving feedback, the ability to hold staff accountable and drive continuous improvement, and experience in change management. A strong entrepreneurial spirit and a professional background where you have consistently shown enthusiasm and passion, questioned how things can be done better, remained optimistic about all possibilities, taken calculated risks, and recognized that execution is paramount. 	Skills and knowledge preferred: <ol style="list-style-type: none"> Ability to help with fund-raising events. Exceptional ability to share the mission of MWMW, while inviting donors to give to help support MWMW’s efforts.
Minimum previous experience required: 3 years involving ministry with homeless	Previous experience preferred: 5 years involving ministry with homeless
Minimum education required:	Education preferred:

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Bachelor's degree (experience can be considered in lieu of degree requirement)	Master's degree
Minimum communication skills required: <ol style="list-style-type: none"> 1. Must have excellent interpersonal skills – able to communicate appropriately and compassionately. 2. Represent Mission Waco's values with donors, potential donors, and outside entities. 3. Strong communication, negotiation, and conflict resolution skills. Ability to thrive in a high autonomy/high accountability environment, and to adapt to changing circumstances, working flexibly to handle multiple priorities. 	Communication skills preferred: Bilingual
Behavioral, emotional, mental requirements: <ol style="list-style-type: none"> 1. Must be a wise and mature Christ-follower. 2. High energy, maturity, and leadership with the ability to serve as a unifying force. 3. Sincere commitment to work collaboratively with all constituent groups, including staff, board members, volunteers, donors, program participants, and other supporters. 4. Self-starter, able to work independently, and entrepreneurial; enjoys creating and implementing new initiatives. 5. Proven track record of leading with integrity, striving for excellence, and coaching others to new levels of effectiveness and impact. 6. Commitment to serving those who have experienced homelessness and personal alignment with MMWM mission. MWMW is a faith-based organization with its ideals and philosophy coming directly from the Gospel of Jesus Christ. 7. Understands and enthusiastically embraces MWMW's characteristics: Positive Attitude, Be Flexible, Relational, Team Player, Communicator, Multiplier, Good Steward, Dependable, and Accountable. 	
Other requirements: Able to keep flexible hours. Physical ability to lift up to 50 lbs. Ability to serve in a fast-paced, high-pressure environment.	

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