



MISSION

WACO | WORLD

Job Description		
MWMW Position Title (type in CAPS): CHIEF VILLAGE OFFICER		
Staff Group:	☐ Executive Staff ☒ Program Director ☐ Retail Manager	☐ Program Coordinator ☐ Program Staff ☐ Retail Staff
☐ Operations/General Staff ☐ Administrative Staff ☐ _____		
Immediate Supervisor: Executive Director		
Immediate Subordinates: Volunteers; Interns, Work Study Students, Neighbor Care Coordinator		
Status: ☒ Exempt ☐ Non-exempt		Position Originally Created: 2023
		Date Last Revised: July 2026
Hours Per week: Minimum 40		
General Summary: The Chief Village Officer (CVO) is responsible for ensuring that Creekside Community Village (CCV) continues to be developed, operated, and maintained at the highest level of excellence. This position is critical in the organization's growth, particularly as the village operates the first phase and looks to the second. The CVO will be a role model and coach who works collaboratively across the organization to ensure goals are achieved. The CVO will help provide strategic leadership as CCV grows, with a focus on fundraising, planning and execution, leadership development, effective collaboration, stewardship, and relationship-building.		
Strategy, Vision, and Leadership		
1. The CVO will develop, adopt, and execute a budget (construction and operational) and help develop a strategic plan for the growth and evolution of CCV (alongside MW's Strategic Plan). This plan will focus on ensuring a permanent home and supportive community for all neighbors, planning and developing capacity for future growth, and pursuing new funding opportunities in collaboration with the Advancement Team/CCV Fundraising Team (when utilized).		
2. Lead, coach, and retain a high-performing team with an emphasis on developing capacity in leadership development, strategic analysis, planning, and program budgeting.		
3. 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 (as developed).		
4. Act as a role model and lead the Resident Care and Property Management teams (as developed) 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.		

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Other duties and requirements may be assigned at any time.*

5. Represent CCV in the community and consistently evangelize the organization's mission.
6. Attend monthly All-Staff and Program Director meetings.
7. Become familiar with GiANT leadership principles while implementing said principles with all personnel and Missionals.
8. Be available to represent MWMW/CCV on the Housing and Homeless Coalition Boards (when needed).
9. 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 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. Remaining Phase One Construction: 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.
3. Manage the site by ensuring site is presentable to the public; keeping the site safe and clean.
4. Ensure compliance with City of Waco Contribution Agreement and HUD requirements (where applicable).
Team Oversight and Management
1. Always be available to address Village needs in partnerships with Missional neighbors and staff.
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 as well as Fair-Housing laws and applicable codes.
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. Display and create calm steadiness in managing a wide variety of day-to-day activities, while continuing to lead CCV through growth and change.
6. 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. Implement the 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 have a meaningful and impactful experience.

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5. Work with the Social Media Coordinator and Communications and Events Director to create and publish meaningful, engaging, and respectful content through the various social media handles/platforms.	
6. Cultivate, nurture, and steward relationships with new partners who could deepen the care that is provided to village neighbors.	
7. 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.	
8. Assist with helping cultivate relationships with donors and serve on the Fundraising Team (when utilized).	
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: 1. Proven ability to handle stressful situations involving mental/behavioral health crises. 2. Highly collaborative style; experience developing and implementing strategic initiatives. 3. Excellent writing/editing and verbal communication skills. 4. Proven successes in planning, organizing, implementing, evaluating, and modifying programs, systems, and operations.	Skills and knowledge preferred: 1. 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. 2. Experience hiring and retaining staff; leading through transitions and growth. 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.
Minimum previous experience required: 3 years involving ministry with homeless	Previous experience preferred: 5 years involving ministry with homeless
Minimum education required: Bachelor’s degree (experience can be considered in lieu of degree requirement)	Education preferred: Master’s degree
Minimum communication skills required: 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: 1. Must be a wise and mature Christ-follower. 2. Must always be available to respond to Village needs in collaboration with Missionals and staff. 3. High energy, maturity, and leadership with the ability to serve as a unifying force. 4. Sincere commitment to work collaboratively with all constituent groups, including staff, board members, volunteers, donors, program participants, and other supporters.	

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5. Self-starter, able to work independently, and entrepreneurial; enjoys creating and implementing new initiatives. 6. Proven track record of leading with integrity, striving for excellence, and coaching others to new levels of effectiveness and impact. 7. Commitment to serving those who have experienced homelessness and personal alignment with MMWM mission. MMWM is a faith-based organization with its ideals and philosophy coming directly from the Gospel of Jesus Christ.	
Other requirements: Valid driver's license. Driving record must be acceptable to be added to MMWM Driver's List. 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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