

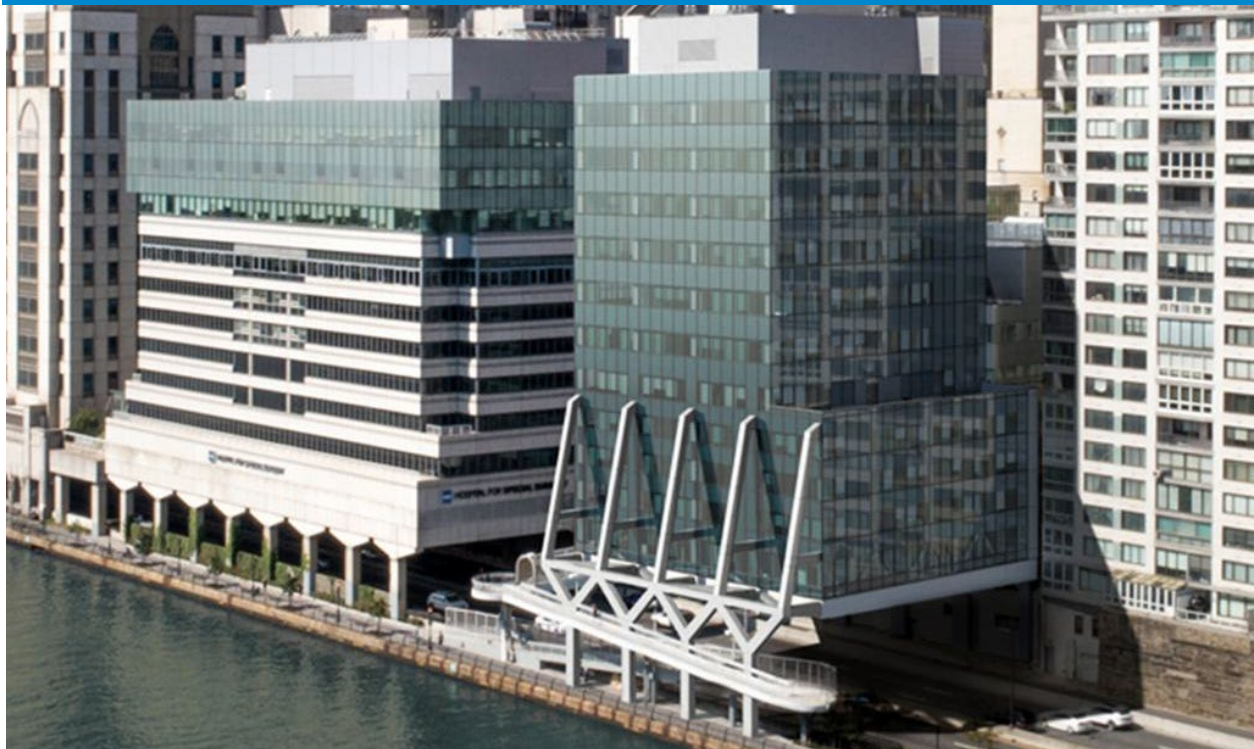


Mission: “Advance human mobility for people across the globe through the most trusted musculoskeletal care continuum, powered by leading talent, and innovative research, education, and technology.”

www.hss.edu
New York, NY
Remote Employment

DIRECTOR, DATA AND INSIGHTS

ABOUT THE OPPORTUNITY



For over 150 years, Hospital for Special Surgery (HSS) has inspired some of the greatest minds in orthopedics and rheumatology. HSS has repeatedly achieved national recognition as a leader in the field. HSS is [nationally ranked No. 1 in orthopedics](#) for 16 years in a row and No. 3 in rheumatology by *U.S. News and World Report* (2025-2026) and HSS recently received its fifth consecutive Magnet designation, the first hospital in New York State to do so.

HSS seeks a strategic Director, Data and Insights (Director) to translate data into actionable intelligence that shapes fundraising strategy, enables data-driven decision-making, and drives performance across all Development programs. The Director will serve as a strategic partner to the Assistant Vice President, Data and Systems and Vice President, Development Operations and Donor Engagement, with personal leadership for the analytics strategy, KPI portfolio, and official reporting

standards for HSS Development. The successful candidate will build and manage a high-performing analytics team that delivers trusted dashboards and decision-ready insights in partnership with Central IT—supporting progress for HSS’s goal of raising \$90 million in annual fundraising. This leader must be equally comfortable designing an analytics roadmap with senior leadership as executing and managing it.

This role will operationalize a key piece of a strategic priority established by HSS leadership, ensuring Development has consistent performance measurement and trusted reporting products that support systems optimization, data-driven decision-making, and operational excellence. Reporting to the Assistant Vice President, Data and Systems, the Director manages analytics staff and will build the team's capacity over the first 24 months, transitioning from hands-on execution to strategic oversight as systems and team capabilities mature. The Director will own the analytics portfolio (KPI roadmap, “official reporting,” Sigma adoption standards, and insight packaging). The successful candidate will collaborate with the Director, Development Operations, who owns service delivery and controls (intake requirements, SLA expectations, QC standards, and governance execution), and with Central IT, who owns platform engineering and operations (Databricks and on-prem infrastructure). Together, these partners ensure the platforms are reliable and the outputs are consistent, validated, and decision ready.

Hospital for Special Surgery has retained [Freeman Philanthropic Services, LLC](#) to assist with this critical recruitment.

REPORTING AND IMPORTANT RELATIONSHIPS

The Director will report to the Assistant Vice President, Development Data and Systems and manage one full-time staff member, the Manager, Data Analytics. The successful candidate will have the opportunity to further build and lead a team of 2 to 3 direct reports in data analytics.

The Director will partner with Central IT to deliver trusted dashboards and insights.

CORE RESPONSIBILITIES

Analytics Strategy and Partnership

- Serve as a key thought partner to the Assistant Vice President, Data and Systems, and Vice President, Development Operations and Donor Engagement.
- Translate business questions into analytical approaches and recommend methodologies that drive fundraising performance.
- Partner with Assistant Vice President and Central IT on the analytics roadmap, including Sigma adoption strategy, Data Lakehouse optimization, CRM evaluation (analytics requirements), and responsible evaluation of AI-enabled analytics opportunities.
- Lead the analytics workstream for major initiatives (for example, CRM changes and platform transitions) by defining analytics requirements, KPI impacts, and validation/UAT standards, and by coordinating delivery with Operations and Central IT.
- Own the KPI framework and oversee advanced analytics initiatives (segmentation, forecasting, retention, propensity scoring), ensuring methods, assumptions, and monitoring expectations are documented and approved.
- Serve as embedded analytics partner across frontline and donor engagement teams, translating business questions into analytical approaches for prospect prioritization, campaign planning, portfolio optimization, and other strategies that support donor journey movement.
- Build and maintain trusted relationships with IT to align on the certified dataset contract, delivery milestones, and incident/change coordination, ensuring analytics requirements are implemented reliably and results are validated.

Business Intelligence and Performance Reporting

- Lead the design, delivery, and continuous improvement of executive dashboards, KPI reporting, and performance scorecards within the organization's business intelligence environment (for example, Sigma), ensuring consistency, accuracy, and adoption.
- Establish and maintain role-based, self-service reporting products and supporting documentation/training to improve access to timely, actionable information.
- Oversee recurring analytics deliverables critical to fundraising operations (for example, wealth screening, event analytics, campaign reporting, grateful patient pipeline), ensuring continuity, quality controls, and on-time delivery.
- Maintain a comprehensive KPI suite and KPI library (definitions, owners, refresh expectations), including standards for certification and deprecation of "official" reporting.

Data Analysis, Modeling and Strategic Insights

- Develop and apply analytics that inform fundraising strategy, including donor journey design, portfolio optimization, and performance improvement opportunities.
- Oversee advanced analytical work (for example, segmentation, forecasting, retention/attrition, and ROI analyses), ensuring methodological rigor, documentation of assumptions, and appropriate validation prior to use in decision-making.
- Partner with research and portfolio management teams to operationalize wealth screening, prospect scoring, and pipeline tracking.
- Provide benchmarking and evaluative analysis: program effectiveness, campaign ROI, donor lifetime value, and peer institution comparisons.
- Translate complex data insights into clear, compelling narratives for executive audiences—presenting strategic recommendations with confidence and clarity.

Platform Management and Technical Leadership

- Serve as primary business owner for Development's business intelligence environment by defining reporting requirements, establishing standards, and driving adoption in partnership with Operations and Central IT.
- Partner with Central IT to align on data integration requirements and validation/UAT standards for analytics products (dashboards, scorecards, and KPI views), ensuring reporting is reliable and well-supported.
- Lead analytics platform transitions: report conversion, staff training, troubleshooting, and iterative optimization.
- Ensure documentation of data lineage (at a business level), KPI definitions, and reporting business rules ensuring knowledge transfer, sustainability, and compliance with donor privacy and data security protocols.

Team Leadership, Collaboration and Data Culture

- Recruit, coach, and retain a high-performing analytics team; delegate tactical execution while coaching toward strategic thinking; design career pathways that enable team members to grow into subject-matter experts.
- Build a culture of data-driven decision-making across Development through training, consultation, and proactive outreach—ensuring staff at all levels can access, interpret, and apply data confidently.
- Participate in data governance initiatives; ensure analytics products (KPIs, dashboards, scorecards) align with approved definitions, institutional data standards, security protocols, and donor/patient privacy requirements.
- Serve as a bridge between infrastructure and fundraising teams—translating technical constraints into business implications and vice versa.

QUALITIES AND ATTRIBUTES

The Director will have the proven ability to effectively meet the responsibilities listed in the preceding section. The ideal candidate's qualities and attributes include:

- Genuine passion and commitment to HSS's mission, vision, and values;
- Demonstrated track record of leadership in fundraising analytics, development operations, prospect research, or nonprofit data/BI, with demonstrated progression from hands-on technical work to strategic leadership;
- Hands-on experience delivering executive dashboards, KPI frameworks, and self-service reporting, and partnering with engineering teams on data models, integration requirements, and validation;
- Proven track record leading analytics through platform migrations or major system transformations (e.g., Tableau → Sigma, legacy CRM → cloud CRM, on-prem → cloud data warehouse);
- Management experience: coaching, developing, and holding accountable technical staff; building team capacity and fostering growth;
- Healthcare, academic medical center, or higher education experience strongly preferred;
- Strong analytical skills with track record of delivering revenue insights and operational improvements through data-informed decision making, strategic KPI design, and continuous improvement of reporting products and processes; commitment to setting high standards in data quality, reporting accuracy, and analytical rigor;
- Forward-thinking approach to analytics with the ability to identify and operationalize modern reporting and measurement solutions;
- Strong understanding of data visualization best practices and performance measurement design, with demonstrated success introducing new approaches to fundraising performance reporting, KPI governance, and stakeholder adoption;
- Strong ability to translate technical findings into donor-centric recommendations that respect privacy and advance mission;
- Exceptional ability to partner across functions without direct authority, with a proven track record of building trust with fundraising programs, IT, finance, and research teams;
- Skilled at translating between technical and business stakeholders and creating shared understanding of data insights and their implications;
- Proven ability to recruit, develop, and retain analytical talent; creates culture of learning, accountability, and high performance; coaches team members toward strategic thinking; designs career pathways that enable analysts to grow into subject-matter experts and future leaders;
- Ability to maintain highest standards of data security, donor privacy, and analytical integrity; deep expertise in business intelligence platforms (especially Sigma), SQL, data warehousing, and fundraising analytics; proven track record leading analytics through system transitions with measurable impact on decision-making quality and fundraising performance;

- Proven technical proficiency with the following platforms, knowledge, and languages:
 - Expert-level SQL: complex queries, joins, window functions, CTEs, query optimization, data validation.
 - Sigma proficiency required, OR advanced expertise in comparable modern, cloud-native BI platforms (Looker, Domo, Mode, Thoughtspot, Tableau) with demonstrated ability to master new analytics tools and navigate platform transitions rapidly.
 - Strong understanding of KPI definition discipline, data modeling concepts, and data quality/validation practices. Fundraising CRM data fluency: experience querying and building analytics from CRM systems (Raiser's Edge NXT, Salesforce NPSP, or other major platforms).
- Proven proficiency with the following technical platforms preferred, but not required:
 - Prospect research/wealth screening platforms (Windfall, iWave, WealthEngine)
 - Marketing automation and event/P2P platforms (LuminateOnline, TeamRaiser, GoFundMe, DonorDrive)
 - Cloud data platforms (Databricks, Snowflake, AWS, Azure)
 - Experience overseeing advanced analytics use cases (for example, segmentation, forecasting, retention analysis, propensity scoring) with clear documentation and validation standards.
 - Python or R for advanced analytics, modeling, and automation (preferred but not required)
- Bachelor's degree required; advanced degree or relevant certifications (e.g., BI certification, project management certification) preferred.

DIVERSITY

Hospital for Special Surgery is committed to providing high quality care and skilled, compassionate, reliable service to its community in a safe and healing environment. Consistent with this commitment, Hospital for Special Surgery provides care, admits, and treats patients and provides all services without regard to age, race, color, creed, ethnicity, religion, national origin, culture, language, physical or mental disability, socioeconomic status, veteran or military status, marital status, sex, sexual orientation, gender identity or expression, or any other basis prohibited by federal, state, or local law or by accreditation standards. HSS is an Equal Opportunity Employer.

COMPENSATION AND BENEFITS

The compensation and benefits package will be competitive and commensurate with the selected candidate's background and experience. The compensation range for this position is \$125,000 to \$191,000, depending upon the finalist's level of experience, education, accomplishments, internal equity, budget, and Fair Market Value evaluation.

HSS provides its staff with the tools, training, and rewards that promote professional satisfaction and quality of life. When joining HSS, individuals are eligible for a competitive benefits package that is amongst the best in the market, including medical, dental, and vision insurance, tuition reimbursement, wellness programs, employee discounts, family support services, and parking and transit. Additional information about HSS's rewards and benefits can be viewed [on HSS's website](#).

CONFIDENTIAL INQUIRIES AND HOW TO APPLY

Hospital for Special Surgery has retained Freeman Philanthropic Services, LLC to assist on this recruitment. FPS is a national leader in executive recruitment for the not-for-profit sector and brings a proven track record of recruiting top talent to diverse institutions.

Please send all inquiries, applications, and nominations directly to FPS via email at **HSSData@glfreeman.com**.

All applications must include: (1) an up-to-date resume; and (2) a formal letter of interest (addressed to Gail L. Freeman, President of FPS) that specifically cites the experiences that best prepare the applicant for this role and why this particular opportunity at HSS is the logical and desired next step in their career. Additional materials and information will be requested during the search and interview process.

ABOUT HSS

**#1 IN ORTHOPEDICS IN THE U.S.
16 YEARS IN A ROW.**



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But HSS is not done evolving yet. HSS constantly strives to break new ground and develop practices and techniques that enable it to continuously provide the highest quality of patient care.

The world of healthcare is constantly changing – evolving in new and exciting ways as clinical discoveries are made every day. So it's essential that HSS continues to innovate through research and education. By recognizing where it can improve, HSS will continue to be a global leader at the forefront of its field.

As one of the top-ranked hospitals for orthopedics and rheumatology, HSS is proud of what it has achieved. HSS was the first New York City hospital to receive the Magnet Award for Nursing and continues to be committed to providing the best care possible. HSS is a place where every employee's energy, expertise, and enthusiasm makes a genuine difference in people's lives. As one of the oldest orthopedic hospitals in the United States, HSS has pioneered the world of healthcare since Day One. And HSS doesn't plan on slowing down any time soon. Every person in HSS, from physicians and nurses to IT and security professionals, plays a role in the institution's current success and continued growth. When you join HSS, you'll become part of a future that's sure to be as groundbreaking as its beginning – and that's something to be excited about.

HSS'S VALUES

HSS's values are at the heart of everything it does. These values are integral to how HSS achieves its mission and enables them to continually transform the lives of patients every day.

- **Diversity:** HSS is committed to an environment of respect, equitable treatment and opportunity for its patients, employees and communities.
- **Excellence:** HSS sets and continually raises the bar on all that it does.
- **Gratitude:** HSS expresses appreciation every day, through words and actions, for the opportunity to serve its patients, community, and each other.
- **Innovation:** HSS supports an environment that fosters new ideas and new approaches in everything it does.
- **Integrity:** HSS takes pride in maintaining the highest levels of personal and professional conduct.
- **Passion:** HSS brings energy, commitment and enthusiasm to its work everyday.
- **Teamwork:** HSS participates fully as members of its team, respecting, supporting and empowering one another.

LEADERSHIP



Catherine Callagy, Senior Vice President and Chief Development Officer

Ms. Callagy joined HSS as Chief Development Officer in 2017. In this role, she is responsible for planning, managing and implementing all fundraising activities on behalf of HSS and oversees efforts to build and sustain volunteer leadership that guides the organization. Under Ms. Callagy's leadership, HSS has raised over \$600 million including \$200 million to construct the new Anna-Maria and Stephen Kellen Tower. She is now leading the campaign for HSS's Institute for Movement and Longevity.

Ms. Callagy has over 25 years of experience in fund development primarily at healthcare organizations. Immediately prior to joining HSS, she acted as executive director of Development at Stamford Hospital Foundation in Connecticut. In that role, she oversaw the campaign to fund the development of their new replacement hospital. Over the course of her career, Ms. Callagy has been involved in several pro bono and volunteer efforts, including working with former New York City mayor Rudy Giuliani to establish the Twin Towers Fund after 9/11.

Ms. Callagy received her BA in History from Georgetown University.



Max Winer, Vice President, Development Operations and Donor Engagement

Mr. Winer joined HSS in January 2026 to lead the operational, donor-facing, and strategic infrastructure that supports principal and major giving. In this role, he oversees Development Operations, Data and Systems, Donor Communications, Stewardship, Special Events, Prospect Research, Pipeline Management, Annual Fund, Digital Fundraising, Corporate Partnerships, and BIKE HSS. He is responsible for building a robust donor pipeline, architecting comprehensive donor journeys, and ensuring operational excellence across the development function.

Mr. Winer brings nearly two decades of fundraising leadership experience, most recently serving as Deputy Chief Development Officer at Hadassah, where he twice served as Interim Chief Development Officer. His career also includes frontline fundraising roles at City Harvest, NYU Langone Health, and Safe Horizon, spanning corporate and foundation relations and principal and major gifts. Beyond his professional work, Mr. Winer co-founded AfterWork Theater and served as President of its Board of Directors for seven years, growing the organization from concept to full 501(c)(3) status with sustainable operations. He is also a trained and certified mediator, having volunteered in Brooklyn community settings and small claims court.

Mr. Winer received his BA in Writing from Ithaca College.



Jocelyn Reilly, Assistant Vice President, Development Data and Systems

Jocelyn Reilly is a senior advancement services and development operations leader with 23+ years of experience strengthening fundraising infrastructure across academic medicine and healthcare organizations. As the AVP, Development Data & Systems at HSS, she leads the organization’s fundraising data and systems strategy—owning the CRM ecosystem and integrated tools, advancing business intelligence and analytics, and ensuring systems and reporting are accurate, secure, and actionable. She bridges technical operations with strategic fundraising priorities to improve performance and elevate donor engagement.

Previously, Jocelyn held senior leadership roles across healthcare and nonprofit organizations and advised national healthcare clients on data-driven fundraising strategy. Her background includes leadership positions supporting institutional advancement at Albert Einstein College of Medicine and Westchester Medical Center (WMCHealth), as well as earlier operational leadership with the FDNY Foundation.