



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

In Person Employment

SENIOR DIRECTOR, DEVELOPMENT ADMINISTRATION

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 driven Senior Director, Development Administration (Senior Director) to lead the operational infrastructure that enables accurate, reliable, and scalable execution across Development Administration. This role provides leadership for Finance and Compliance, Development’s operating standards, and office administration. The Senior Director establishes clear ownership, visibility, and follow-through for centralized service and digital workstreams.

The Senior Director is fully accountable for service-level outcomes across the functions within scope, including accuracy, timeliness, quality, and stakeholder experience. The Senior Director ensures donor-centric practices are reflected in all areas of responsibility.

The Senior Director supervises a team with two direct reports and partners with teams across Development, the HSS enterprise, and external vendors to ensure operational solutions are implementable, measurable, adopted, and continuously improved.

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

REPORTING AND IMPORTANT RELATIONSHIPS

The Senior Director will report to the Vice President, Development Operations and Donor Engagement and manage one full-time staff member, the Director, Development Administration, with oversight of an additional two staff.

KEY RESPONSIBILITIES

Finance and Compliance

- Lead Development's internal finance operations, including expense management workflows, operational controls, and accountability for timely reconciliation and follow-through.
- Coordinate annual budget development and operate an ongoing budget-to-actual cadence with forecasting and variance management.
- In partnership with HSS Finance and Foundation Finance stakeholders, ensure reconciliations, exception management, and audit readiness practices within scope are accurate, timely, and well-controlled.
- Own gift fund creation and related cross-functional coordination to ensure accurate setup, documentation, and reliable handoffs.
- Coordinate Development's inputs for required compliance and external reporting processes within scope, including audit support, annual filings, and benchmarking surveys.
- Manage realized bequest administration and serve as Development's primary liaison to attorneys, external partners, and internal Finance and Legal stakeholders, ensuring timely and accurate closure.

Operations Standards and Enablement

- Own Development's operations standards (process documentation, role clarity, decision rights, escalation paths, and control points) and ensure they are maintained and usable.
- Establish and maintain training, job aids, and onboarding materials that drive adoption, reduce rework, and enable cross-coverage.
- Maintain key department-wide operational reference artifacts (for example glossary, documentation hygiene standards, and records management/audit trail expectations).

Development Office Administration

- Operate and continuously improve Development's centralized service model in [Monday.com](#), including intake standards, validation, triage, routing, and service lane management.
- Serve as Development's centralized operational expert for navigating HSS systems, tools, and administrative processes that enable day-to-day execution, including guidance, training/job aids, and clear escalation paths.
- Partner with teams across Development to translate documented processes into workflow tooling, dashboards, and operational routines that create visibility and follow-through.
- In partnership with Data & Systems team, maintain governance of workflow tooling (for example [Monday.com](#) board structure, naming conventions, statuses, and definitions).

- Own department operations support, including onboarding coordination, coverage schedules, department calendars, hospital pick-ups and drop-offs, emergency readiness logistics, and communications/contact lists needed for operational continuity.
- Be accountable for resolution of facilities and safety issues impacting Development workspaces, coordinating with internal service partners through to completion, including proactive communication, appropriate escalation, and follow-up.
- Support vendor onboarding and administrative operations in partnership with Development team members, including contract coordination with Legal and Finance, ensuring clear ownership and timely follow-through.

Donor Recognition Administration

- Oversee legacy donor recognition and signage program operations, including cross-functional coordination (vendors, approvals, installation timelines) and quality control.
- Manage vendors and contracts within scope, ensuring clear deliverables, quality standards, and operational follow-through.
- Ensure tracking tools are accurate, current, and usable, with clear delegation and accountability for donor-facing quality and reliability.

Leadership and Continuous Improvement

- Lead, coach, and performance-manage the Development Administration team; set clear expectations, priorities, and accountability.
- Build cross-coverage and resiliency so critical workflows are not single points of failure, including peak-period readiness and business continuity planning.
- Serve as a primary operations liaison to Finance, Legal, Compliance, IT, and other operational partners, as applicable to this role's scope.
- Define and track operational KPIs (for example cycle time, quality, exceptions, SLA adherence, and stakeholder experience) and operate a continuous improvement cadence that reduces preventable errors and rework.

QUALITIES AND ATTRIBUTES

The Senior 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;
- Significant leadership experience in development operations within a complex not-for-profit, academic medical center, healthcare, or equivalent environment;
- Demonstrated ownership of finance-adjacent operational processes, including budget-to-actual cadence, reconciliations, internal controls, and audit readiness practices;
- Demonstrated success building and maintaining SOPs, training, and operating rhythms that drive adoption and operational maturity;
- Ability to build reliable processes and controls that reduce rework and increase trust; manages exceptions with discipline and clear follow-through;
- Proven understanding of budget and reconciliation mechanics; translates operational realities into clear reporting cadence, variance narratives, and corrective actions;
- Ability to design practical workflows, drive adoption through training and enablement, and institutionalize improvements through standards and review cadences;

- Capacity to partner effectively across Finance, Legal, Compliance, IT, and Development leadership; navigates shared ownership with Data & Systems while maintaining clarity on decision rights;
- Ability to set expectations, coach performance, build cross-coverage, and develop a team culture of accountability and service;
- Handle sensitive information appropriately; demonstrates discretion, professionalism, and donor-centered operational rigor; and
- Bachelor's degree required.

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 \$109,000 to \$166,000, 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 HSSDevelopmentAdmin@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.**



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.

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 Senior 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.