

Ellen L. Hostetler
352-871-5906 / HostetlerLN@gmail.com

PROFESSIONAL SUMMARY

An experienced business leader with over nine years of successful operational and financial leadership in for-profit and nonprofit sectors. Proficiency in budgetary and payment systems management, operational planning and implementation. Expertise in multi-department team collaboration and development.

EXPERIENCE

It Is Written, Chattanooga, Tennessee (nonprofit, 501-C3)

Director of Development

April 2015 - Present

- Accountable for raising two thirds of organization's eight million annual budget
- Govern fund raising activities for an eight-million-dollar capital campaign
- Development of strategic plans for increasing constituent growth and gifts
- Managed system software redesign of online giving and event registration platforms
- Introduced cost reductions in direct mailing practices, resulting in an ROI 58% higher than the industry average
- Organize and facilitate seven annual fund-raising weekend events in five states resulting in a 27% increase in monetary gifts

Life Care Centers of America, Crossville, Tennessee (for profit)

Executive Director/Administrator

October 2010-April 2015

- Directed the operations of a 122-bed, skilled nursing facility
- Improved operating margin 16% and pretax profit 270% in twelve months
- Developed a budget accountably process for all departments
- Managed \$10 million annual budget and monthly accounts payable systems
- Provided daily oversight of each patients' value-based payment status
- Reduced overtime by 5% and brought labor consistently within budget
- Improved rehabilitation productivity from 65% to a consistent average of 80%
- Applied hands-on leadership of accounts receivable that improved days' standard from a -6.27 to 2.81 in five months
- Built census and community collaboration by fostering positive relationships with physicians, case workers, and competitors in the area
- Fostered collaborative communication and performance between 12 department directors and 170 frontline associates
- Increased workplace safety score by 5% in twelve months

- Achieved initial and subsequent accreditation by the Joint Commission
- Enforced a monthly Quality Assurance and Performance Improvement program
- Challenged State and Federal immediate jeopardy tags until they were overturned
- Executed an \$800,000 interior renovation project while maintaining census and meeting deadlines within budget constraints

Life Care Centers of America, New Port Richey, Florida (for profit)

Assistant Executive Director

April 2009-October 2010

Administrator-in-Training

January 2009-March 2010

- Assisted in the operations of a 113-bed skilled nursing facility
- Initiated facility's associate wellness program and redesigned new associate orientation
- Developed customer service/concierge program that mimicked state survey process
- Completed 2,000 hours of hands-on training in all facility departments

EDUCATION

Master of Science in Entrepreneurship, University of Florida

Bachelor of Arts in English (technical writing emphasis), University of Florida

ASSOCIATIONS, MEMBERSHIPS, AND AWARDS

Member, Desmond Doss Foundation	2019
Member, SFFC Foundation	2018
Adjunct Business Professor, Southern Adventist University	2017-present
Concert Coordinator for Collegedale Community Church	2016-present
Membership Committee Member, Cumberland County Chamber of Commerce	2013 - 2016
Finance Committee Chair, local community church	2014
Member, American College of Healthcare Executives	2013, 2014
Facility Bronze National Quality Award, American Health Care Association	2013
Most Fundable Venture Award, 2008 Howard J. Leonhardt Business Pitch Competition	2008