



**POSITION DESCRIPTION
EXECUTIVE DIRECTOR**

OPPORTUNITY:

At its core, Operation Hope exists to ensure that no one in the community faces hunger or housing instability alone. The organization seeks its next Executive Director to advance this vital mission while leading a transformative capital campaign and overseeing the development and transition into a new consolidated facility. This moment represents both a significant growth opportunity and a complex organizational milestone, requiring a leader who can simultaneously drive fundraising success, manage change, and unify staff under one roof.

Working in close partnership with a committed Board of Directors, dedicated staff, and an engaged network of community partners, donors, and funders, the Executive Director will provide visionary leadership, strategic direction, and a strong public presence. The role calls for a charismatic, mission-driven leader with strong relationship-building and fundraising skills, and the operational acumen to integrate programs, strengthen internal systems, and foster a cohesive culture. Grounded in integrity, transparency, and accountability, the Executive Director will collaborate effectively across diverse stakeholders to ensure the new facility enhances service delivery and drives lasting community impact.

ABOUT THE ORGANIZATION:

Operation Hope is a community-based nonprofit advancing food security, housing stability, and affordable housing solutions for individuals and families in Fairfield, Connecticut and the surrounding communities. The organization operates a food pantry serving hundreds of households each month, offers homelessness prevention and rapid-response assistance to help families avoid eviction or utility shutoffs, and provides case management and housing support for individuals experiencing housing instability. Through these integrated programs, Operation Hope addresses immediate basic needs while working alongside clients to promote stability, self-sufficiency, and long-term well-being. The organization operates a budget of \$3+ million and has approximately 24 full-time and eight part-time staff. Partnerships with local agencies, volunteers, and supporters are central to the organization's ability to respond effectively to community needs. To learn more, visit <https://operationhopect.org/>

RESPONSIBILITIES:

Leadership and Management:

- Advance the organization's mission, values, and strategic priorities across all programs.
- Partner with the Board and staff to develop, implement, and monitor strategic plans.
- Ensure programs remain responsive to community needs and aligned with organizational goals.
- Maintain executive-level understanding of program quality, outcomes, and impact.
- Ensure effective, compliant, and mission-aligned operations across the organization.
- Provide direct leadership and oversight to senior team.

Fundraising & Resource Development:

- Lead and execute a comprehensive fundraising strategy encompassing grants, individual and major gifts, planned giving, events, and strategic partnerships to ensure long-term organizational sustainability.
- Cultivate and steward relationships with major donors, funders, sponsors, and philanthropic partners.
- Actively engage and support Board members in fundraising and donor cultivation.
- Oversee outsourced grant management and special events consultants.

Community & External Relations:

- Serve as the organization's primary representative to the Continuum of Care (CoC), actively participating in collaborative planning, committees, and coordination related to funding, performance, and best practices.
- Act as the organization's lead public voice, advocating for food security, homelessness prevention, and equitable housing access at the local, regional, and state levels.
- Build and sustain strong relationships with community partners, service providers, government agencies, and elected officials.
- Oversee external communications, marketing, and brand visibility.

Financial Management:

- Partner with the Board and Director of Operations to develop and manage the annual budget.
- Monitor financial performance and ensure strong fiscal health, accountability, and sustainability.
- Oversee diversified revenue strategies and long-range financial planning.
- Maintain shared authority with the Board on major financial decisions.

Board Relations & Governance:

- Maintain open, transparent, and proactive communication with the Board.
- Provide timely, actionable reporting on programs, finances, fundraising, and organizational performance.
- Support the Board in fulfilling its governance and fiduciary responsibilities.
- Support board development, recruitment, and engagement.
- Serve as the primary liaison to the Board.

QUALIFICATIONS:

Our ideal candidate will embody the values of Operation Hope and with a humble spirit, bring a strong commitment to the mission through leadership and strategic insights with the following skills and characteristics:

- Passion for the mission of addressing food insecurity, homelessness, and housing instability.
- Minimum of 10 years of nonprofit leadership experience, with demonstrated success in fundraising and external relations.
- Proven track record of successful fundraising across multiple sources (grants, individual donors, corporate giving, events).
- Strong experience in community engagement, partnership development, and public representation.
- Experience working within collaborative networks, coordinated entry systems, or Continuum of Care structures.
- Excellent communication, interpersonal, and relationship-building skills, including public speaking.
- Ability to work effectively with a Board of Directors and support board development
- Strategic thinking and planning abilities.
- Understanding of issues related to poverty, homelessness, housing instability, and food insecurity.
- Strong financial literacy and budget management experience.
- Experience supervising senior staff.

ADDITIONAL CONSIDERATIONS:

- Proficiency in Microsoft Office, Smartsheet, Excel, and HMIS.
- Demonstrates professionalism, mature judgment, and discretion in handling confidential information.
- Able to work independently and collaboratively in a team environment.
- Strong problem-solving and conflict-resolution skills; able to engage others in open, respectful dialogue around housing, substance use, and mental health challenges.
- Working knowledge of homelessness, effective intervention strategies, and basic mental health and substance use concepts.
- Thrives in a fast-paced environment and performs effectively under pressure.
- Demonstrated ability to work compassionately and effectively with individuals experiencing trauma, economic hardship, incarceration, substance use, developmental delays, mental health challenges, brain injuries, literacy/numeracy barriers, and other factors impacting housing stability.

COMPENSATION AND BENEFITS:

This position is a full-time exempt, salaried position. The salary range is \$170,000-\$180,000 dependent on relevant qualifications and experience. The successful candidate will be offered a competitive benefits package.

The Executive Director is expected to work regular on-site business hours in Fairfield with some evening and weekend hours required for board meetings and to support stakeholder and donor events. Operation Hope is a warm, supportive, and nurturing workplace culture that offers freedom and autonomy in your day-to-day work.

EQUAL OPPORTUNITY EMPLOYER:

Operation Hope is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, age, sexual orientation, gender identity, national origin, veteran, or disability status.

TO APPLY:

The search is being conducted by The Strategy Group. To apply:

- Submit a resume and a compelling letter of interest via email.
- Send cover letter and resume as ONE PDF DOCUMENT titled “Last Name Cover Letter and Resume” to nonprofitjobs@thestrategygroupllc.org.
- Please title emails as **OPERATION HOPE SEARCH** in the subject line.

Resumes will be accepted until the position is filled.