



POSITION PROFILE

Executive Director

Help & Hope Center

Castle Rock, Colorado



About Help & Hope Center

Help & Hope Center (HHC) is a critical resource for people living in Douglas and Elbert counties. Every year, thousands of individuals and families facing financial hardships turn to HHC for nutritious food, necessities, and other support as they forge pathways to a brighter future. The dedicated team at HHC believes in a future where every person and family can achieve financial stability.

HHC was founded in 1984 as an emergency assistance center, an expansion of a program that operated out of a garage and was run solely by volunteers. While it stays true to its roots as an organization by and for the local community, today, HHC has expanded to more than 28 staff and more than 400 volunteers who, together, helped more than 31,000 individuals last year. Demand for Help & Hope's services has steadily increased over the last several years.

HHC recognizes that many people in the community—friends, neighbors, and loved ones—could be just one medical emergency, lost job, or other hardship away from serious financial challenges, including homelessness and hunger. The organization approaches everyone with respect and empathy, acknowledging a common understanding that “any one of us might need Help & Hope one day.”

Key services include an on-site food pantry, which provides groceries, essential toiletries, and even nutritious pet food; a mobile pantry that visits low-income senior living facilities; an attractive retail store that provides clothing and household items; financial assistance programs to help with the most immediate needs, such as utility bills and rental assistance; ID documentation; and referrals to other services. While HHC's thrift store is a valuable resource to clients, who enjoy the opportunity to use vouchers provided by HHC to shop for clothing, housewares, and other critical supplies, the store is also open to the public, functioning as a social enterprise with store revenue supporting HHC's critical services to neighbors in need.

In all that the organization does, HHC's board, staff, and volunteers remain deeply committed to supporting individuals and families in financial crisis, helping them work through challenging times with dignity and hope.

The Opportunity

Help & Hope Center seeks an experienced, visionary, and mission-driven leader to oversee the organization's continued growth and impact as it helps residents of Douglas and Elbert counties navigate troublesome times with dignity. In partnership with a mission-driven Board of Directors, the incoming Executive Director (ED) will direct the organization's values, vision, and mission; develop and implement strategic and operational plans; and garner public and financial support for the organization. They will lead a talented team of staff who share a commitment to the organization's mission and, most importantly, to our neighbors in need.

The incoming ED will assume the role at a pivotal time in the trajectory of the organization. Recognized as one of Colorado's fastest-growing communities, Castle Rock and the surrounding area boast excellent schools, libraries, parks, and extraordinary natural beauty that contribute to an excellent quality of life in the community. However, this quality of life, coupled with inflation, has contributed to increased cost-of-living, placing new stresses on many household budgets. As a result, HHC has seen an increased demand for its services in recent years and projects the need will continue to increase with anticipated



shifts in eligibility for federal benefits programs. The staff and board of HHC recognize these factors and seek an ED who can lead the development of a vision and strategy to respond to these shifts in need.

The organization has already taken key steps to build the infrastructure and support necessary for growth. With roughly one third of the HHC's revenue coming from its thrift store, the organization benefits from significant, consistent unrestricted support. However, the store and food pantry are both operating at capacity; future growth will only be possible with shifts in operating procedures or expansion/relocation. The organization has explored these paths but recognizes it is not yet in a position with its supporters to undertake a capital campaign, which will be necessary for relocation, meaningful renovation, or expansion of their current space. HHC has invested in its development efforts to strengthen relationships with donors and has realized significant returns on these efforts, with a 29% increase in contributed revenue from 2023 to 2024 and another 31% from 2024 to 2025. A successful Executive Director will understand the importance of continued investment in philanthropy and eagerly embrace the opportunity to develop relationships with the organization's closest supporters.

The ideal candidate will thrive in spirited and determined environment and bring a strategic approach to elevating the organization's vision for continued impact. Leading a passionate and knowledgeable staff, the incoming Executive Director will bring strong management expertise and a commitment to working collaboratively to maintain a culture of excellence and accountability among the staff. Together, they will elevate service delivery, expand HHC's footprint, and further diversify and increase both contributed and earned revenue streams in support of the mission.

Key Position Functions

The Executive Director provides strategic leadership and day-to-day management of Help & Hope Center, reporting to the organization's Board of Directors. The ED will:

- Successfully promote and fulfill the mission, vision, and impact of HHC.
- Engage the Board of Directors, defining the organization's values, vision, and mission; developing and implementing strategic and operational plans to achieve its goals; cultivating public and financial support for the organization.
- Manage the organization's leadership team. Direct reports include the Director of Development, Director of Finance, Program Director, and Volunteer Manager.
- Lead day-to-day operations, implementing strategically relevant programs, ensuring compliance with regulations, and cultivating partnerships.
- Play a critical role in fundraising efforts, donor cultivation, and securing financial support to sustain and grow the organization's impact.
- Connect HHC with nonprofit and community leaders across Douglas and Elbert counties to align services and offer residents a hand-up in their moment of need.



Key Responsibilities:

Leadership and Management:

- Oversee the daily operations of HHC, ensuring alignment with the mission and goals.
- Provide inspirational leadership and direction to all direct reports and ensure continued development and management of a professional and efficient organization.
- Promote active and broad participation by staff and volunteers in all areas of the organization's work including Board of Directors, thrift store, food pantry, client services, special events and office administration.
- Ensure compliance with legal, financial, and regulatory requirements.
- Develop and implement programs to serve financially at-risk populations effectively.
- Manage HHC's budget, financial health, and operational efficiency.
- Report to and collaborate with the Board of Directors, including strategic planning and execution, cultivating a strong and transparent working relationship with the board.

Strategic Vision:

- Develop long-term strategies to expand HHC's impact and reach and assure the organization has a long-range strategic plan which achieves its mission.
- Work with board and staff to ensure that the mission is fulfilled through effective management of teams, programs, fundraising, strategic planning, and community outreach.
- Establish effective decision-making processes that will enable HHC to achieve both long-term goals and short-term objectives.
- Build strong relationships with community partners, stakeholders, and policymakers.
- Advocate for the needs of the community and the mission of HHC at local and state levels.
- Identify new opportunities for partnerships, program development, and financial growth.

Board Engagement:

- Identify, assess, and inform the Board of Directors of internal and external issues that affect the organization.
- Act as a professional advisor to the Board of Directors on all aspects of the organization's activities.
- In partnership with the Board of Directors, maintain and engage the Board of Directors through strong governance standards and practices.
- Engage the Board of Directors, defining the organization's values, vision, and mission; developing and implementing strategic and operational plans to achieve its goals; cultivating public and financial support for the organization.

Financial Performance and Viability:

- Responsible for the fiscal integrity of HHC, to include submission to the board of a proposed annual budget and monthly financial statements, which accurately reflect the financial condition of the organization.



- Responsible for fiscal management that generally anticipates operating within the approved budget, ensures effective resource utilization, auditability, documented policies and procedures, and maintenance of the organization in a positive financial position.

Resource Development:

- Manage and cultivate relationships with existing and potential funders and partners to secure and expand recurring revenue and resources to support the organization, including a modest portfolio of 20-25 major donors.
- Publicly represent the organization with local churches, community groups, donors, government officials, media, and other external constituency groups to build support for the organization's mission, achieve its goals, and enhance its community profile.
- Manage and cultivate relationships with leaders of systems that affect the organization's strategic plans and operations (e.g., the homeless response system, supportive services systems) to build support for the organization's mission, achieve its goals, and enhance its community profile.
- Working with the development team, develop and execute strategies to increase revenue streams, ensuring sustainability and growth.
- Assure the development team formulates and executes comprehensive marketing, branding, and development strategies that ensure visibility and enhance revenue from major donors, foundations, agencies, and corporations.

Public Relations and Outreach:

- Act as the primary spokesperson for HHC in the community and media.
- Maintain and strengthen existing relationships and cultivate new relationships with faith communities to build mutually beneficial partnerships that meaningfully engage congregations in the work of HHC.
- Ensure HHC has effective marketing and communication efforts, including digital and social media strategies.
- Enhance the visibility and reputation of the organization through active participation in community events and forums.

Team Leadership & Organizational Health:

- Sustains a healthy, mission-driven organizational culture characterized by trust, collaboration, accountability, and transparency.
- Builds an environment where employees and volunteers feel valued, engaged, and empowered to do their best work.
- Direct the leadership team's professional and personal development.
- Ensure day-to-day organization activities operate effectively, including setting performance goals and monitoring progress toward those goals.
- Coordinate team development and activities to achieve the organization's strategic plan and operational plans, and to work collaboratively across departments.



Qualifications

Competencies and Attributes for Success in the Position:

- Ensures accountability
- Collaborates
- Communicates effectively
- Drives vision and purpose
- Emotional intelligence
- Organizational savvy
- Balances stakeholders
- Resourcefulness
- Action oriented
- Strategic mindset
- Builds networks
- Financial acumen
- Drives engagement

Required Qualifications:

- Proven experience leading high-performing, highly engaged, cross-functional teams.
- Commitment to volunteerism, an understanding of the motivations of volunteers, and an understanding of the opportunities and challenges of organizations that rely on volunteers for service delivery.
- Passion for helping financially at-risk populations and a commitment to Help & Hope Center's mission.
- Experience managing organizational or programmatic budgets of a similar size and scope to HHC. Hands-on experience with budget preparation, analysis, decision-making, and reporting.
- Exemplary communication, public speaking, and interpersonal skills.
- Keen analytical, organizational, and problem-solving skills, which enable efficient and effective decision-making.
- Demonstrated leadership that strengthens the organization's cultural health by developing people, clarifying priorities, and ensuring alignment between mission, strategy, and day-to-day operations.
- Proven experience overseeing a large, multi-functional facility of a scope and complexity similar to that of Help & Hope Center (preferred).
- Strong experience in fundraising, donor relations, operations management, and strategic planning (preferred).
- Familiarity with capital campaign fundraising (preferred).

Compensation:

HHC is pleased to offer a competitive compensation and benefits package for this position. The target salary is \$130,000-\$155,000, commensurate with experience.



Application Process

Benefactor Group is pleased to be assisting Help & Hope Center with this executive search. Applications will be reviewed as they are received. All applications are considered highly confidential. To be considered for this position, please submit your cover letter and resume in pdf format to:

<https://bit.ly/HHC-EDapp>.

Please do not contact Help & Hope Center staff or board with questions or interest in the role. All inquiries about the position should be directed to Benefactor Group using the information below:

Benefactor Group Recruitment Team

HR@benefactorgroup.com

<http://www.benefactorgroup.com>

To learn more about Help & Hope Center, please visit: <https://www.helpandhopecenter.org/>

About Castle Rock, CO

Castle Rock is one of Colorado's most desirable places to live—offering an ideal blend of small-town charm and big-city amenities. Named for the prominent rock formation that overlooks the town, Castle Rock is known for its stunning natural beauty, friendly community, and excellent quality of life.

One of the biggest draws to Castle Rock is its scenic location. Surrounded by rolling hills, open spaces, and views of the Rocky Mountains, residents enjoy access to nearly 100 miles of trails and more than 50 beautiful parks. Outdoor enthusiasts can hike, bike, and explore year-round, while families benefit from safe neighborhoods and top-rated schools.

Castle Rock is also home to a diverse and growing economy, with key employers in the healthcare, technology, professional services, and retail sectors. Its strategic location near major highways and all that Denver has to offer makes commuting and traveling easy while still offering a slower, more relaxed lifestyle. Castle Rock's historic downtown district is filled with local shops, restaurants, and businesses, and the Outlets at Castle Rock provide one of the largest shopping destinations in the state. Community events—including the Castle Rock Artfest, summer concerts, and the annual Starlighting celebration—foster a strong sense of belonging among the city's 80,000+ residents.

With so much to offer, and at a more affordable cost of living than cities like Denver and Boulder, Castle Rock is more than a place to live and work—it's a place to thrive.



450 South Front Street, Columbus, OH 43215

1-614-437-3000

info@benefactorgroup.com

www.benefactorgroup.com



THE
Giving
Institute™
Shared intelligence.
For the greater good.



Giving
USA™
A public service initiative
of The Giving Institute



NNSC
NETWORK OF NONPROFIT
SEARCH CONSULTANTS

WOMEN
OWNED®
CERTIFIED BY | WOMEN'S BUSINESS ENTERPRISE
NATIONAL COUNCIL