

# BRAKELEY SEARCH

LEADERSHIP SEARCH PARTNERS

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POSITION SPECIFICATION

## CHIEF EXECUTIVE OFFICER

Hope Services

*San Jose, CA*

### **Brakeley Search**

formerly known as Leadership Search Partners,  
is a search firm focused exclusively on the nonprofit sector.  
As a division of Brakeley Briscoe, Inc. (BBI), Brakeley Search works with  
local, national, and international nonprofits to help them hire exceptional senior-level leaders.

### **Managing Director, Scott Staub, ACFRE**

is leading this search assignment. Inquiries may be made, in confidence,  
to Scott Staub at [sstaub@brakeleysearch.com](mailto:sstaub@brakeleysearch.com).

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**TITLE:** Chief Executive Officer

**ORGANIZATION:** Hope Services (Hope)

**LOCATION:** San Jose, CA

**REPORTS TO:** Board of Directors

### MISSION

Hope Services fosters inclusive communities that empower individuals and families navigating Intellectual and Developmental Disabilities (IDD) and mental health needs to access opportunities for growth, connection, and lifelong success.

### ABOUT

In 1952, a group of concerned parents of children with special needs came together to change the way young people with developmental disabilities were treated. These courageous parents believed that their kids deserved the same opportunities as everyone else.

Among their earliest achievements was opening one of the first preschools for these children. That year, 12 children with developmental disabilities walked through the door of a one-room schoolhouse in San Jose and entered a new world – a world where they could receive an education and make friends.

**Today, Hope Services has grown into the largest and most comprehensive provider of services for people with developmental disabilities and mental health needs in Silicon Valley.** We support individuals with intellectual and developmental disabilities—including autism, cerebral palsy, Down syndrome, epilepsy, and other conditions—as well as those with mental health challenges.

Serving **nine Bay Area counties**, our programs span early intervention, employment and job training, behavioral health, residential services, and community connections. To sustain our mission and create job opportunities for people with developmental disabilities, Hope also operates a portfolio of social enterprises: HopeTHRIFT retail stores, a large-scale recycling and reuse business, an auto donation program, and staffing solutions for regional employers.

Headquartered in San Jose, the heart of Silicon Valley, Hope reflects the region's spirit of innovation, diversity, and collaboration.

Hope envisions a world where every person experiences dignity, well-being, and belonging within a supportive and inclusive community. A world where communities are built on compassion, equity, and connection—ensuring that all people have the resources, support, and love they need to thrive. In this world, differences are celebrated, and every individual's well-being is nurtured—creating a future where human potential is limitless and shared by all.

## ABOUT THE OPPORTUNITY

The CEO will lead an agency with an annual budget of over \$60 million and over 900 employees with programs spanning nine counties in Northern California.

The next CEO will assume leadership of an agency with many staff with decades of service to Hope Services and the clients and families they serve. Building upon Hope's excellent reputation, the CEO will lead with the board and staff, positioning Hope Services as a thought and advocacy leader for behavioral health and serving people with developmental disabilities at the regional and state levels with national recognition as a long-term goal.

While funding for services for people with developmental and intellectual disabilities is stable at the state level, one of Hope's strategic goals is to further diversify and strengthen different revenue streams to lessen the dependency on governmental funding. The CEO will spearhead this effort with the senior team and Board of Directors.

The CEO will play a pivotal role in Hope's \$3 million capital campaign and implementing the strategic plan goals.

The CEO will oversee a complex organization and partner with the Chief Financial Officer, Vice President of Resource Development, Vice President of Human Resources, Vice President of IDD Programs and other direct reports to achieve the agency's goals in services and finances while maintaining the high quality of care Hope Services is known for clients and families.

## Key Responsibilities

### *Organizational Leadership and Management*

- Lead the organization in the development and implementation of long-term vision, strategies, and goals

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- Oversee all programmatic, operational, financial, and fundraising activities of the organization
- Manage and inspire staff, leading the team toward a common mission
- Foster an organizational culture of results, learning, innovative thinking, accountability, and collaboration
- Maintain an effective and collaborative working relationship with the Board of Directors as a whole and with individual board members
- Serve as the principal resource to the Board of Directors and its key committees and give strong direction in policy formulation and interpretation
- Serve as a compelling spokesperson for Hope Service's vision, strategy, and programs among board, staff, clients and families, volunteers, donors and other key stakeholders, and the community at large
- Cultivate and maintain strong relationships with major donors, foundations, and government agencies
- Champion and lead advocacy efforts for Hope with government leaders (both elected and appointed), policy makers and other community leaders to build Hope's brand in providing world class innovative services

### *Fiscal Management*

- Develop, manage, and monitor organizational budget in partnership with the Chief Financial Officer and the Board of Directors
- Strategically link revenues and resource allocation to facilitate and manage agency and programmatic growth
- Oversee the presentation of financial and organizational progress reports to the Board of Directors

### *Strategic Planning*

- Develop and execute a strategic plan in conjunction with the Board of Directors and the senior leadership team

### *Fundraising*

- Deepen and expand relationships with diverse funding sources, including public agencies, foundations, corporations, and individual donors
- Drive key results in fundraising by working with the Vice President of Resource Development and Board of Directors in a successful fund development plan
- Help achieve capital campaign goal of \$3 million

## **Professional Experience/Qualifications**

### Experience:

- 10+ years leadership with managerial, financial, and operational experience as an executive/senior manager

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- 5+ years of experience in a senior leadership role, including staff management of 4+ direct reports and a large staff (100+), and budgetary accountability of at least \$30M
- Prior Executive Director/CEO experience is highly preferred
- Experience with oversight of complex, diverse range of programs or operations across multiple locations
- Experience developing and executing strategic plans for an organization
- Track record of building relationships and working effectively with public partners, funders, business leaders, and the community
- Demonstrated ability to develop, and retain diverse staff, and cross-functional teams performing in a high-stress environment
- Proven track record of managing change through a transition and/or transformation

### Skills:

- Outstanding communicator with excellent speaking, writing, and listening skills
- Ability to publicly advocate on behalf of Hope Services and the clients and families it serves such as government leaders, major donors, policy makers, etc.
- Creative fundraiser who understands how to increase, diversify, and optimize multiple funding sources
- Proficiency in financial management and analysis
- Ability to plan and execute on specific metrics to achieve organizational goals
- Ability to build relationships with clients, donors, partner organizations and government agencies
- Comfortable in meeting with major donors and engaging in personal solicitation

### Personal Characteristics:

- A leader who enjoys being the public face of an organization
- Problem solver and comfortable making tough decisions
- High degree of emotional intelligence and empathy
- Belief and commitment to culture of caring for people with intellectual and developmental disabilities and/or mental health challenges and their families
- Leads with curiosity and is open to hearing diverse perspectives

### Education:

- Bachelor's degree required
- A master's degree is highly preferred

### Preferred:

- Experience working with unions and building positive relationships with them
- Knowledge of California regulations regarding behavioral health and funding sources and/or IDD and mental health services funding
- Experience in serving people with intellectual and developmental disabilities and/or mental health, social services, behavioral health, or housing background
- Experience negotiating contracts with government agencies

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## COMPENSATION

The salary range for this position is \$330,000 to \$350,000 plus a performance bonus. Hope offers an attractive benefits package for all staff.

## TO APPLY

Brakeley Search is conducting this search on an exclusive basis on behalf of Hope. Interested candidates should apply via email by sending a resume and a letter outlining qualifications as PDF or Word documents to Chelsea Burr at [CBurr@BrakeleySearch.com](mailto:CBurr@BrakeleySearch.com) with “Chief Executive Officer Hope” in the subject line.

## EOE STATEMENT

Hope Services is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees not regardless of, but with consideration and appreciation for race, color, religion or belief, national, social or ethnic origin, sex, age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family or parental status, or any other status.

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