



**Job Title:** Chief Executive Officer  
**Reports To:** Board of Directors  
**Position Type:** Full-time, Exempt  
**Salary Range:** \$140,000 - \$175,000 DOE

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**Do you have a heart to serve and the skills to lead? Are you a collaborative problem solver?  
Are you passionate about healing homelessness and advocating for systemic change?**

HopeWorks is one of the largest homeless service providers in New Mexico, providing access to day shelter, housing and mental/behavioral health services. HopeWorks is moving away from the rhetoric of “ending homelessness,” which puts the burden on the individual, to “healing homelessness,” which incorporates diversity, equity, inclusion, and social justice values as a means of understanding how and why homelessness exists. Our goal is to address individual and collective trauma and promote healing through a loving community, compassion, and collaboration.

**Purpose:** The CEO is responsible for the overall leadership and administration of the agency including implementation, design, and ongoing monitoring of a comprehensive range of support services for those unhoused or precariously housed. The CEO works closely with and reports to the Board of Directors to set the agency’s strategy and vision and to fulfill HopeWorks’ mission, philosophy, and goals. The CEO helps shape the HopeWorks culture, leads and inspires the Core Leadership Team, identifies resources and funding, and seeks political and non-partisan support for the advancement of our work.

**Primary Duties & Responsibilities:**

Executive Leadership and Organizational Management:

- Support, guide, and promote the organization’s mission, vision, and values; fostering organizational and cultural change
- Provide thoughtful, inclusive, visionary leadership that is rooted in Diversity, Equity, Inclusion (DEI) and social justice principles
- Create and sustain an environment which encourages open communication, self-awareness and reflection, systems for self-accountability and, personal growth
- Motivate and oversee a dedicated staff of 90; lead, mentor, and direct oversight of the Core Leadership Team

Programs and Operations:

- Ensure that programs are advancing the mission and vision, adhere to standards of funding sources, and follow compliance regulations
- Ensure that programs are operating at the highest level and for the greatest good of our clients; evaluating outcomes, making programmatic changes, and implementing accountability measures
- Ensure that the agency’s internal and external processes and procedures lead to excellent client care, greater efficiencies, long-term financial sustainability, and employee impact and success
- Explore and consider new opportunities and/or innovations to existing programming
- Oversight and adherence to federal, state, and local employment and compliance regulations

Finances:

- Responsible for the fiscal integrity of the annual budget (~ \$8 million), safeguard cash flow, and ensure long-term financial sustainability
- Implement internal and external financial controls, evaluate General Fund expenditures, and provide input and oversight, as necessary, to audits or reports
- Ensure funds are spent appropriately and that contract agreements are met

Development and Communications:

- Develop and nurture funding partnerships; donor cultivation, stewardship, major donor asks, and community events
- Develop collaborative partnerships with similar agencies to ensure a greater network of ideas, resources, and overall impact within the community

- Seek and solicit local, state, and national funding, provide direction and grant oversight; applications, management, and reporting
- Identify and develop relationships with media partners; on-call for media inquiries

#### Human Resources and Recruitment:

- Ensure that HopeWorks remains an employer of choice; shape a more inclusive and diverse culture and strategically incorporate added value to employees
- Develop and implement a robust recruitment and retention strategy; with an emphasis on Core Values and identifying lived experiences
- Provide input on market rate increases, bonus structures, and benefits

#### Advocacy:

- Identify an innovative and comprehensive advocacy strategy with staff, the BOD, and key stakeholders that boldly intersects with our leadership development, community organizing, and culture of diversity and inclusion
- Advocate for legislation and policy priorities with local, state, and nationally elected officials, including public representatives, community leaders, and key stakeholders
- Cultivate and sustain collaborative relationships with advocacy groups to educate, address challenges, identify solutions, and leverage a collective voice
- Consult and serve on panels and provide discussion or consultation with other providers, government agencies, partners, etc.

#### Strategic Planning & Board Relations:

- Advance the HopeWorks mission and vision; develop more housing and a new day facility focused on “healing” homelessness
- Collaborate with the Board of Directors and team to develop a Strategic Plan, identify key behaviors associated with our Core Values, and update the agency’s Mission and Vision
- Assist with Board Development, Board Retreats and Activities, Committee Meetings, and work closely with the Board on issues that require their input

#### Additional Job Functions:

- Identify, establish, and advance Diversity, Equity, and Inclusion initiatives, supporting a culture of compassion, curiosity, transparency, and trust
- Serve as the primary spokesperson for HopeWorks to the organization’s partner agencies, elected officials, and community partners; includes travel and presenting on behalf of the agency
- Develop and implement a succession plan to ensure strong leadership for years to come
- Other duties as assigned by the Board of Directors or as needed

#### Required Knowledge, Skills, and Abilities:

- A commitment to the HopeWorks mission and vision of understanding and healing homelessness, mental health resources, and advocating for systemic change
- Strong leadership skills - inspires and leads with respect, compassion, and collaboration
- Bachelor’s degree required in a Humans Services-related field and/or a Business-related field
- 5+ years of nonprofit leadership experience with a demonstrated ability to lead, collaborate with, and inspire a diverse group of employees
- Ability to convey a vision of the HopeWorks strategic future to staff, board members, and key stakeholders
- 5+ years of nonprofit fundraising, donor relations, grant writing, and special events experience
- Solid, hands-on, budget management skills including budget preparation, analysis, decision making, fiscal control, and reporting
- Experience working with diverse members of the community to include homeless service agencies, behavioral and mental health providers, and elected officials
- Demonstrated success with board relations, governance, and development
- Strong written and oral communication skills to include public speaking
- Knowledge of applicable laws, standards, and regulations
- Ability to develop and maintain effective working relationships built on trust

- Thorough knowledge of administering contracts with governmental agencies, Medicaid, and other funding sources
- Strong organizational abilities including planning, delegating, program development, and task facilitation
- Ability to collaborate with and motivate donors, community partners, board members, and legislators
- Demonstrates respect, appreciation for, and ability to work and interact with a diverse group of individuals
- Knowledge of Human Resource Management best practices and federal, state, and local employment laws
- Strong skills and experience using Google Office Suite (Word, Excel, etc.)
- Ability to travel occasionally to collaborate with community partners, funders, and meet with elected officials

**Preferred Knowledge, Skills, and Abilities:**

- Master of Business Administration, Public Administration, or Human Services/Social Work a plus
- Strong background in Behavioral Health, Human Services, and/or Social Work and knowledge of managed care concepts, particularly in the mental health field
- CFRE preferred
- Understanding of and experience with the underserved population and/or lived experience of homelessness
- Skilled with de-escalation tactics

**Physical Demands and Work Environment:**

The physical requirements and work environment described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed at a desk / computer screen in a traditional office environment and in the community, meeting with donors, community partners, and stakeholders
- This position requires the manual dexterity sufficient to operate phones, computers, and other office equipment
- Work is performed in an active environment with exposure to a wide variety of challenges, deadlines, and a diverse employee and client population

**Benefits:**

HopeWorks recognizes the value of benefits to employees and their families and offers a comprehensive and competitive benefits program to include: Health Insurance (Medical / Dental / RX), a Health Reimbursement Plan, a 403(b) Pension Plan with employer match, 11 paid holidays plus Birthday Leave, Paid Time Off / Sick Leave, an Extended Illness Benefit, Domestic Partner Benefits, Travel Reimbursement, and an Employee Assistance Plan. The HopeWorks culture offers Flex Time and Work from Home options (for particular positions) to meet personal and work needs. In addition, HopeWorks is committed to enhancing career growth through continuous education, tuition reimbursement, and professional development.

**Equal Opportunity Employer / Protected Veterans / Individuals with Disabilities:**

HopeWorks is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the agency and are valued for their skills, experiences, and unique perspectives. HopeWorks provides equal employment opportunities to all employees and applicants for employment and does not discriminate on any basis including race, color, religion, ancestry, national origin, sex (including pregnancy), gender, gender identity, sexual orientation, spousal affiliation, marital status, age, serious medical condition, disability, results of genetic testing, or veteran status.

**If you're interested in leading HopeWorks and being considered for our CEO opportunity, please submit your resume and cover letter to [careers@hopeworksnm.org](mailto:careers@hopeworksnm.org)**