



Position Description & Candidate Profile
Executive Director

2022 Search Criteria

Heart & Soul

CORE PROGRAMS

Guided by three core programs HOPE (Helping Our Peers Emerge), Seeing Through Stigma and the Total Wellness Club, Heart & Soul delivers more than 500 hours of weekly attention, support, assistance and education to the community it serves.



HOPE (Helping Our Peers Emerge)



Seeing Through Stigma



Total Wellness Club

About Heart & Soul

Founded in 2005, Heart & Soul fosters resilience for individuals with mental health challenges living in San Mateo County. In 17 years of service, Heart & Soul has averaged 6,000 participant visits yearly through programming that is peer-founded, peer-operated, and peer-governed. Heart & Soul's model is based on peer support where the core staff and outreach personnel have relevant lived experience, and who have turned their own insights into helping others.

Guided by three core programs HOPE (Helping Our Peers Emerge), Seeing Through Stigma and the Total Wellness Club, Heart & Soul delivers more than 500 hours of weekly attention, support, assistance and education to the community it serves. Heart & Soul operates four drop-in centers, which provide additional phone and in-person support. Last year an online community was also designed to support individual and collective healing and growth.

Heart & Soul's vision is a world in which all who are striving toward self-defined mental wellness experience acceptance, inclusion, and dignity. Our mission is to create connection, hope, and healing through peer support for mental health.

For more information about the organization, please visit our website:

www.heartandsoulinc.org

Position

overview



Location

SAN MATEO
COUNTY



Reports to

BOARD OF
DIRECTORS



Position
Classification

FULL TIME /
EXEMPT



Desired Start
Date

JUNE/JULY 2022



Number of Staff

16 INCLUDING
PEER SUPPORT
STAFF, 8
FULL TIME STAFF



Operating
Budget Size

\$1.5M

Our Needs From An Executive Director

Heart & Soul is seeking a resourceful and strategic leader with a genuine passion for peer-based mental health support services to lead the organization in fulfilling its mission. The Executive Director is a highly visible role that will leverage the powerful combination of emotional intelligence and strategic thinking to further develop Heart & Soul's reputable program offerings and impact. The Executive Director will have overall strategic and operational responsibility for Heart & Soul, actively engaging with Board members, staff, and partners to ensure the ongoing implementation of quality programming. The role requires strong attention to detail for executing strategy, while also collaborating with the Board to envision future opportunities.

Executive Director

KEY RESPONSIBILITIES



Strategic Leadership

- ☑ Maintain a peer-centered, positive work environment, balancing productivity with strategic patience.
- ☑ Provide overall program supervision, drive all fundraising efforts, and oversee finance and operations.
- ☑ Support organization-wide problem solving and strategic oversight.
- ☑ Engage the Board and staff to maintain current program offerings and develop new initiatives in alignment with community needs and peer-led trends.
- ☑ Nurture and develop a high-performing, collaborative team that values authenticity and thoughtful communication.
- ☑ Coach and support all staff with flexibility and care, ensuring the clarity and resources they need for success.

Fund Development

- ☑ Provide leadership for all fund development activities.
- ☑ Develop and implement an actionable multi-year fund development plan, strategically identifying new sources of revenue.
- ☑ Actively cultivate new partnerships to further expand opportunities for the organization to achieve its mission.
- ☑ Manage a portfolio of Heart & Soul's top individual donors.
- ☑ Oversee all donor stewardship and cultivation activities; research new donor prospects.

Community Building & Partnership Development

- ☑ Provide a credible and informed presence for Heart & Soul by participating in events, seminars, and conferences throughout the Bay Area.
- ☑ Participate in collaborative opportunities with other organizations, when appropriate, and in service to the mission.
- ☑ Advocate for peer-based mental health services with local and state government.
- ☑ Drive communication strategies, including programmatic outreach and advocacy efforts.
- ☑ Cultivate and maintain effective relationships with local government and community stakeholders.

Financial & Administrative Management

- ☑ Oversee human resources, risk management, compliance, and reporting.
- ☑ Develop a strategic budget framework, aligning revenue goals with organizational priorities.
- ☑ Negotiate and implement funding agreements with partner agencies and institutions, ensuring compliance and all applicable contractual obligations and requirements.
- ☑ Ensure effective management of organizational resources.
- ☑ Update systems of programmatic, operational, and financial oversight.

Note that we value deep connection to the mission/guiding principles over perfect alignment of all qualifications and considerations listed below.

Ideal Candidate

we are seeking a leader who is

☑ RELATIONSHIP-CENTERED

The ability to establish interpersonal rapport, and to develop and maintain a network of substantive contacts along with an authentic attention to nurturing those relationships and building deep trust. A strong level of emotional intelligence, including an understanding and appreciation of how they are perceived by others.

☑ FOCUSED & FLEXIBLE

The ability to see the throughline and adhere to strategic goals while adapting activities in a changing environment. Able to adapt to and work effectively within a variety of situations and with various individuals and/or groups, including understanding and appreciating diverse and opposing perspectives on an issue, adapting one's approach to the changes at hand, and easily accepting and making such changes, whether in one's own duties or in to the partnership's activities while remaining to the strategic direction.

☑ AN ENGAGING & INFLUENTIAL COMMUNICATOR

The ability to inspire people through words and actions related to the organizational mission in a way that compels action and commitment. Ensures the messages are heard and understood, and has the ability to tailor messages to audiences without compromising integrity. Create a sense of urgency that motivates stakeholders, partners, and the community to join community-driven efforts.

☑ RESULTS-ORIENTED

The ability to focus on the desired end results in the midst of competing priorities, while seeking solutions that are not predetermined or prescribed. A tightly held commitment to being data-driven and outcomes-accountable is part of one's sense of personal accountability.

☑ A STAKEHOLDER ALIGNER:

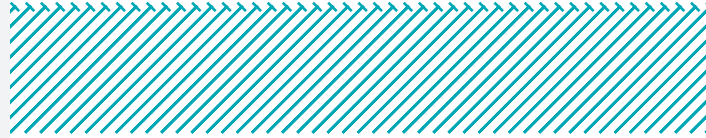
The ability to understand and learn the power relationships across multiple contexts and organizations. This includes the ability to identify the decision makers, the individuals who can influence them, and to predict how new events or situations will affect individuals and groups within the ecosystem. It is critical to think about building the entire ecosystem and not simply awareness for a single strategy or approach.

Qualifications

The ideal candidate will have demonstrable leadership experience, specifically in the nonprofit or public sector. **Candidates who have personal or lived experience with mental health challenges are strongly encouraged to apply.** If this describes you, please know that we value your experiences.

ADDITIONALLY, HEART & SOUL SEEKS APPLICATIONS FROM CANDIDATES WITH:

- ✓ Deep alignment with Heart & Soul’s mission
- ✓ 10+ years of leadership experience in the nonprofit or public sector
- ✓ Extensive knowledge of wellness and recovery principles
- ✓ Empathetic and supportive approach to staff management
- ✓ Experience working in collaboration with an engaged Board of Directors
- ✓ Commitment to supporting an organizational culture that embraces diversity, equity, and inclusion
- ✓ A proven track record of directly securing resources for nonprofit organizations
- ✓ Stellar interpersonal skills with a humble and passionate communication style
- ✓ Government contract procurement and management experience; experience navigating government and partnership dynamics
- ✓ Cultural humility and comfort navigating differences
- ✓ A natural relationship builder that approaches relationships with empathy, authenticity, patience, and curiosity
- ✓ Ability to see the big picture by tending to both the ecosystem and the needs of the organization
- ✓ Strong financial literacy and management skills
- ✓ Model respectful, caring, patient, and empowering relationships with all staff and stakeholders
- ✓ A relationship builder and connector that brings a socially conscious approach to advocacy



ADDITIONAL CHARACTERISTICS OF STRONG CANDIDATES:

- ✓ Existing relationships with key San Mateo County decision-makers
- ✓ Knowledge of mental health recovery and evidence-based practices such as intentional peer support and motivational interviewing
- ✓ Experience working with a variety of stakeholders, including low-income communities of color, preferred
- ✓ Significant staff management experience highly desirable
- ✓ Bachelor’s degree and/or extensive experience in a relevant role



Compensation

Heart & Soul is prepared to offer a comprehensive compensation package. The anticipated starting salary for this role is \$150k, with eligibility for a performance-based bonus. Group health benefits are paid in full for the employee and include medical, dental, life insurance, chiropractor, and vision.



How to Apply

- ✓ Please send a resume and thoughtful cover letter to ExecutiveSearch@VentureLeader.org with the subject line: "Heart & Soul Executive Director Search: [Your Name]."
- ✓ Your cover letter should (1) describe how your skills and experience align with the position description and (2) how you are aligned with the mission and values of Heart & Soul.
- ✓ Applications will be reviewed on a rolling basis, but priority review will be given to candidates that apply by April 27, 2022. To be considered, VLC encourages all interested candidates to submit their applications promptly. All applications are held in strict confidence.
- ✓ ESTIMATED START DATE: We seek to have someone in place by June/July 2022.
- ✓ BACKGROUND CHECK: The finalist for this role will be required to successfully pass a background and reference check.

Equal Opportunity Employment

Heart & Soul strongly supports the philosophy of equal employment opportunity in its hiring, training, and promotion practices. The recognition and acceptance of cultural diversity in Heart & Soul provides a source of strength by fostering a spirit of inclusiveness, cooperation, and collaboration. Heart & Soul proudly shares in the wealth of perspectives that cultural diversity brings to the agency, defining diversity broadly, including the variables of disability, race, ethnicity, gender, religion, age, sexual orientation, national origin, and veteran status. Due to this, we make efforts to hire a culturally diverse team reflective of the participants we serve.

With this in mind, we look for a diverse pool of applicants, including those with personal or lived experience with mental health challenges and individuals representing historically marginalized groups.



Venture Leadership Consulting is a collective of strategic thinkers who are committed to creating high-impact community change through integrated support for non-profit organizations.

WWW.VENTURELEADER.ORG