



## Hope & Comfort, Inc. Chief Executive Officer

### About Hope & Comfort

Hope & Comfort's mission is to provide essential hygiene products to support and improve the health, self-esteem, and hygiene education of student-aged children, families and adults who experience hygiene insecurity. The goal is to seek the greatest impact in the most cost-effective and dignified manner. SNAP benefits do not cover basic hygiene products which puts families in the difficult position of cutting back on food in order to regularly access and/or afford basic hygiene products.

A 501c3 nonprofit organization, Hope & Comfort was founded in 2011. In its first year, 1,000 products were distributed by the founder, Jeff Feingold, and his family out of their garage. The organization has grown remarkably over the last decade. Today, the organization's innovative model relies on an efficient supply chain to distribute five core products: soap, toothpaste, toothbrushes, deodorant, and shampoo. Through work with over 250 community partners -- such as the Boston Public Schools, Boys & Girls Club of Greater Boston, Cradles to Crayons, The Greater Boston Food Bank and the YMCA of Greater Boston -- Hope & Comfort will distribute more than 2 million hygiene products in 2022 and is in a strong and flexible financial position, annually raising more than \$1.5M and leveraging \$2M+ in in-kind donations. This outsized impact is possible through the active engagement of Board members/Advisors, staff and more than 800 volunteers per year.

For more information, please visit: <https://hopeandcomfort.org/>

### Chief Executive Officer: Opportunity and Responsibilities

There are an estimated 1 million children and adults in Massachusetts alone who are experiencing hygiene insecurity; Hope & Comfort seeks to meet this critical demand within the next five years through rapid growth of funding and the hiring of the organization's first Chief Executive Officer (CEO).

The CEO will inspire staff, Board and all stakeholders while designing and implementing a strategy for success in funding (public, private and in-kind), programmatic partnerships, and the building of organizational infrastructure. Key opportunities include substantially reducing purchased costs through a combination of increased in-kind and low-cost sourcing relationships, increasing philanthropic support, building broader awareness about Hope & Comfort, and advocating for policy changes related to hygiene insecurity.

*This is a tremendous opportunity for a passionate, strategic and entrepreneurial leader who is an authentic relationship- and strong organization-builder to guide Hope & Comfort's step-change growth.*

Reports to: Chair (currently Jeff Feingold) and Board of Directors

Location: Needham, MA

Current Team: Interim CEO/Chair and 1 full-time staff member; 3 part-time staff members; 3 contractors; and engaged Board members/Advisors

## **Strategic Leadership**

- Work collaboratively with the Chair and Board of Directors.
- Model Hope & Comfort's core values: integrity, intellectual curiosity, humility, optimism, and collaboration.
- Lead strategic growth planning to address: product sourcing; fundraising and donor engagement; advocacy; messaging for multiple audiences; volunteer recruitment and experience; fulfillment and operations; and programmatic partnerships.
- Partner with the Treasurer and Board to: oversee effective short- and long-term financial planning as well as budgeting; and ensure a sustainable business model.
- Provide direction and support to define and implement the technology and systems needed to scale operations/fulfillment and fundraising/marketing.

## **Fundraising – Monetary and In-Kind**

- Cultivate and steward new and existing individual donors and foundations.
- Build corporate donor and in-kind partner relationships and sponsorships to rapidly accelerate access to in-kind or low-cost products.
- Lead development of a comprehensive fundraising and marketing strategy and compelling narrative to measurably expand the organization's reach.
- Effectively represent Hope & Comfort in ways that energize and engage multiple audiences.

## **Organization and Team Building**

- Assess and evaluate current staffing, and as the new strategic plan is developed, create the optimal future staffing model.
- Attract, mentor and retain passionate, engaged and equity-driven staff.
- Support Board and volunteer engagement and development.

## **QUALIFICATIONS / LEADERSHIP ATTRIBUTES**

The CEO candidate will have founder-like passion and a deep commitment to Hope & Comfort's mission, vision and core values. She/he/they will ideally bring more than a decade of senior leadership experience in a mission-driven for-profit or nonprofit organization, with a compelling blend of as many as possible of the following accomplishments:

- As the architect of an organizational strategy that resulted in high growth, ideally from small- to mid-sized;
- As a compelling external representative and mission advocate;
- Raising money or business from new and existing sources (e.g. individual, corporate or foundation donors and/or in sales or marketing functions);
- Setting clear priorities, using data and critical thinking in decision-making, and guiding investments in people and systems;
- Building and mentoring a lean, effective team; and
- Managing and problem-solving in an operations-heavy setting (for example: data, systems, supply chain and technology).

With authentic communication and collaboration skills, the ideal CEO must also be entrepreneurial, innovative, energetic and resilient.

## **COMPENSATION & BENEFITS**

- Compensation range for this role is \$150,000-\$200,000, based on experience
- Hope & Comfort offers health insurance reimbursement, retirement savings plan (up to 7.5% employer match), and paid time off.

*Hope & Comfort is an equal opportunity employer and organization. We are committed to a culture of diversity and inclusion, where all of our stakeholders' identities are valued and respected. Hope & Comfort does not discriminate on the basis of race, gender, age, sex, handicap, religion, national origin, marital status, pregnancy, gender identity or expression, veteran status, or any other basis protected by applicable federal, state, or local law.*

*Viewcrest Advisors is committed to social justice and access to opportunity; we actively cultivate relationships with leaders who have varied life experiences as well as the skills needed to lead strong, innovative organizations.*

Candidates who are compelled by Hope & Comfort's work and mission are strongly encouraged to apply by submitting a resume and cover letter (in non-pdf) to Kathleen Yazbak, Founder at Viewcrest Advisors: [hopeandcomfort@viewcrestadvisors.com](mailto:hopeandcomfort@viewcrestadvisors.com). Confidential nominations gratefully accepted as well.

Viewcrest Advisors, Ltd. is committed to your privacy and to protecting your personal data. To view the organization's privacy policy, please visit: [www.viewcrestadvisors.com](http://www.viewcrestadvisors.com).