

## Position Profile

On behalf of our client,  
Interfaith Outreach & Community Partners,

CohenTaylor Executive Search Services  
is conducting a retained executive search for its

## Executive Director





Interfaith Outreach is a human service nonprofit serving struggling families and individuals in the Twin Cities west metro. The organization rallies resources and ignites the community to ensure all families live their best lives, all children succeed, and the entire region prospers. For four decades, Interfaith Outreach has engaged cross-sector community partnerships in delivery of family support, food, housing and neighborhoods, education and youth, employment, and transportation services that open doors to new and hopeful futures. It has envisioned a community in which every person who shows up finds a heartfelt welcome and invitation to be part of a community becoming the best version of itself: aware, positioned for collaborative action, with systems at work for mutually beneficial outcomes, and with prosperity for all. Across sectors and systems, Interfaith Outreach works together with its partners in concrete and visible ways to give form to that vision.

To learn more, visit  
<https://iocp.org>

### Mission

To engage the heart and will of our community to respond to emergency needs and create opportunities for all to thrive.

### Vision

To build a vibrant community where everyone counts and all sectors and systems work together for the good of all.

### Fast Facts

- Founded in 1979
- Started as a small food shelf and transportation service
- Currently serves 2,000 families in 8 west Hennepin County communities
- Engages cross-sector community partnerships in the delivery of family support, food, housing & neighborhoods, education & youth, employment, and transportation

### Values

- Our community at its best is welcoming, attentive, responsive and inclusive.
- Everyone in our community counts; everyone has an irreplaceable role to play.
- At the heart of our work are relationships built upon mutual respect, trust and accountability.
- Community partnerships provide powerful and life-changing opportunities.
- There is transformative power in giving and receiving.
- We are on this human journey together. The community we build together is more for the sharing or less for the withholding of the gifts of each of us.

## Programs

For over 40 years, Interfaith Outreach has worked together with the community in powerful ways to help families stabilize in times of crisis, strengthen, and move forward on the path to thrive.

Prior to COVID-19, its one-stop Family Service and Learning Center in Plymouth, Minnesota provided access to a food shelf, customized family support services, employment services, a resale shop, neighborhood outreach, Wayzata Community Education adult education programs, referrals to Hennepin County services, and more.

With the advent of the COVID-19 pandemic In March, Interfaith staff are working diligently to reimagine, redirect and realign Interfaith's programs to best meet client needs in safe and sustainable ways.

### Food Shelf

The Interfaith Outreach food shelf is a critical and supplemental resource for families and seniors who live on low and fixed incomes. Fresh produce is available and restocked daily thanks to donations from local grocery stores through food rescue initiatives. Staffed by 800+ volunteers annually who arrange products to create a grocery store choice experience, the food shelf is attentive and responsive to cultural and dietary needs and essential household products such as diapers, cleaning supplies and personal hygiene products.



The Interfaith Outreach Food Shelf serves over 250 households per week. 44% of the people served are children.

### Family Support

Interfaith Outreach works side-by-side with families when they need it most. Job loss, pending eviction, family breakup, a medical crisis, or car repair – whatever the need, its team help families stabilize and move past crisis to opportunity, creating a hopeful future. Programs like Back to School, Birthday Shelf, Baby Layette, and Holiday Gift engage the community in caring for the little things in family life that often make a huge difference.



Public/private partnerships have supported the addition of 253 affordable rental units to the local housing market.

### Housing & Neighborhoods

Interfaith Outreach partners with affordable housing developers to increase the number of affordable apartments in the community. Housing services include Project Success, a two-year transitional housing program for homeless and near-homeless families with children. Intensive support services are provided for formerly homeless families. The organization has prevented homelessness over 33,000 times through rental assistance.

Its Neighborhood Program provides comprehensive family and children's services right where people live. On-site services are available to all residents of nine apartment neighborhoods. The goal of the Neighborhood Program is to support residents in building strong neighborhoods while establishing networks within the broader community.

## Employment

Interfaith Outreach Employment Services provide a comprehensive approach to help people pursue living wage jobs. It partners with local employers toward mutually beneficial opportunities that fill job vacancies and close job and income opportunity gaps. Additional partnerships with community colleges and job training centers enhance the marketability of job seekers. Computer classes and training are offered at its main facility.



Job seekers who work with Interfaith Outreach secure jobs that pay an average of \$18.76 per hour.

## Transportation

Reliable transportation is a critical need in the suburbs where hospitals, schools, workplaces, stores, and places of worship are often far apart, and public transportation options are limited. Interfaith Outreach provides financial help with car maintenance and repair, car payments, license tabs, and bus passes with the goal that people will find and keep jobs. Volunteer drivers provide rides to medical appointments and Adult Basic Education and English Language Learning classes for residents of all incomes.

## Education & Youth

After-school support, enrichment, and summer programs provide safe places for school age children to explore and grow when they are not in school. After-school programs link kids with volunteers who promote academic and social-emotional skills as well as confidence building. And, Interfaith Outreach provides access (cost, transportation, lunch) to all-day community partner summer camps for kids grades 5-7 at no cost to their families living at nine affordable apartment communities as part of its Neighborhood Program. Kid campers enjoy social, recreational, learning, and skill building activities in a safe and fun environment. Youth development programs engage teens in enriching skill building activities and in giving back through volunteer service.

**Great Expectations:** Great Expectations is a collaborative school and community initiative designed to close educational opportunity and achievement gaps of children and youth in the community. From providing resources and interventions for young children and their families with low or limited incomes to Back to School supply collection drives, alongside anchor partners Wayzata and Orono Public Schools, Great Expectations aligns efforts and leverages the entire community's resources to ensure all kids have the cradle-to-career support and opportunities they need to thrive.

## Resale Select

Interfaith Outreach operates a resale store on-site. Resale Select is known for providing top-quality clothing, household goods, jewelry and other great-condition treasures. Since 2011, Resale Select has provided stellar merchandise at thrift store prices. It is a bright and welcoming place for the community to shop, donate and volunteer. Nearly 400 volunteers annually operate the store. Since its inception in 2011, Resale Select has generated over \$2.6 million in revenue to benefit Interfaith Outreach's programs and services.

## Sleep Out

For the past 25 years, thousands of caring kids and community members have joined this movement to sleep in boxes, tents, and cars (or donate to those who do) to raise awareness and funds to prevent homelessness. The funds raised through the annual Sleep Out campaign help deliver individualized services in the areas of family support, food, housing & neighborhoods, education & youth, employment, and transportation that help nearly 2,000 local families each year stabilize and strengthen in times of crisis. Through the incredible community engagement inspired by the Sleep Out, Interfaith Outreach has prevented homelessness 33,272 times, and with local nonprofit and for-profit housing development partners, has created 253 units of affordable housing in the Twin Cities west metro.

## Financial and Community Strength

Over the last 40+ years, Interfaith Outreach and its community partners have learned that a connected community is a strong community. Last year, with the help of more than 1,900 volunteers who contributed over 61,000 hours of volunteer service time and worked side by side with 50 Interfaith Outreach staff, service delivery was refined and strengthened. Powered by over 6,000 donors annually and the trust of committed stakeholders, the organization's financial position remains strong.

## Related Organizations

The work of Interfaith Outreach is supported by two related organizations. Since its inception in 2007, the Interfaith Outreach & Community Partners Endowment Fund has distributed over \$1.35 million to support the programs and services of Interfaith Outreach. Comprised of local professionals who specialize in affordable housing finance and community development, Outreach Development Corporation (ODC) works to preserve, acquire, and develop more affordable rental units in Interfaith Outreach's service area.



## The Role

Interfaith Outreach is currently seeking a dynamic and visionary leader with a personal commitment to racial equity to guide the organization through its next phase. This leader has an incredible opportunity to continue to expand Interfaith Outreach's impact, supporting those in need in the western suburbs. Working with the Board of Directors, the Executive Director will provide vision and leadership for the organization, guiding the organization toward new and innovative partnership and service models resulting in a stronger community.

The Executive Director is charged with ensuring the organization's stability, financial health, vibrancy, and innovation within a constantly changing environment while also honoring the legacy leader's 40-year history and achievements.

The Executive Director will be an imaginative and engaged leader who will set a well-defined and distinct vision for Interfaith Outreach, continuing to build infrastructure and systems for sustainability and charting the path forward across all programs.

## Reporting Relationships

The Executive Director reports directly to the Interfaith Outreach Board Chair, supported by a 26-member Board of Directors. They will be responsible for management of 50 Interfaith Outreach employees and 2,000+ volunteers, including eight direct reporting relationships:

- Director of Programs
- Director of Human Resources
- Director of Finance & Operations
- Great Expectations Director
- Development Director
- Community Engagement Director
- Executive Assistant
- Founder & Executive Director Emerita



## Key Accountabilities

The Executive Director of Interfaith Outreach is responsible for strategic leadership of both internal and external stakeholders. Specific responsibilities include the following:

### Strategic Leadership:

- Provide leadership and framework to develop/implement goals and objectives to best meet the needs of the community.
- Provide outcomes-based decision making and strategic direction to the organization, balancing and prioritizing tough decisions regarding programmatic offerings, engaging others as appropriate.

- Ensure the Interfaith Outreach vision includes a strategy, cohesive messaging, implementation plan, and measures for success.
- Engage the board, staff, and community in developing the next phase vision for Interfaith Outreach.
- Enhance an internal and external organizational culture of learning.
- Guide Interfaith Outreach toward new and innovative partnership and service models resulting in a stronger community.

### Outreach and External Relations:

- Act as the voice and face of Interfaith Outreach, passionately speaking on behalf of Interfaith Outreach's vision, mission, and goals.
- Responsible for identifying, developing, and maintaining strong partnerships with faith communities, school systems, policy makers, and public and private sector funders.
- Keep the Board of Directors fully informed on the financial health of Interfaith Outreach and important factors influencing its programs, staff, and the communities it serves.
- Attract interest and raise visibility by creatively marketing the activities of Interfaith Outreach and its programs and goals.

### Staff Development:

- Mentor, coach, and develop senior leaders, staff, and volunteers.
- Model collaborative and servant leadership principles; ensure opportunities for development and exercise of these principles are available to all staff and volunteers.
- Promote and model leadership behaviors that lead to a collaborative and inclusive workplace culture in an environment respectful of personal well-being and cultural diversity.
- Establish a clear succession plan across all departments to ensure Interfaith Outreach's longevity into the future.

### Fundraising and Revenue Development:

- Actively seek new funding streams, partnership, and program development that will generate additional revenue.
- Collaboratively promote a comprehensive fundraising strategy that will enable the continued sustainability of the organization to meet the needs of the community and respond to new challenges and opportunities.
- Assist in growing fundraising networks comprised of key individuals, corporations, and foundations that are interested in supporting Interfaith Outreach's vision, mission, and programming.

### Administration and Program Development:

- Provide thought leadership, strategic vision, and clarity around Interfaith Outreach's future role in solving systemic barriers to housing, education, and mental health. Advance Interfaith Outreach's goal of creating healthy and thriving communities built on the foundations of diversity, inclusivity, and social equity.

- Responsible for shaping an organization that attracts and retains a diverse and highly engaged Board of Directors representative of the community served.
- Assure that the organization has short and long-range strategies that achieve its mission and strategic outcomes with consistent and timely progress.
- Provide leadership in developing programs and organizational and financial plans with the Board of Directors and staff. Carry out the plans and policies authorized by the board.
- Promote active and broad participation by staff in all areas of the agency's work.
- Maintain a working knowledge of significant developments and trends in human services programs regionally and nationally.
- Responsible for overall volunteer engagement, leveraging the efforts on behalf of the Interfaith Outreach mission.
- Provide final approval of policies and procedures that enable Interfaith Outreach to measure results and hold people accountable to deliver the highest value to clients, donors, volunteers, and partners.

### Budget and Finance:

- Ensure the fiscal vitality and long-term financial viability of the organization through monitoring of budgets, grants, expenses, and capital assets.
- Work with the staff, finance committee, and board in preparing the annual budget. Report results against the budget monthly.
- Ensure that adequate funds are available to permit the organization to carry out its work.

### The Ideal Candidate

The ideal candidate for the next Executive Director of Interfaith Outreach is an experienced and visionary leader with a passion for holistic human service programming aimed at uplifting community and a personal commitment to racial equity. Candidates must bring proven experience and passion in leading organizations through transformative change along the Diversity, Equity & Inclusion continuum with a goal of building equal opportunity community with affordable housing, social equity, racial justice, and economic opportunities for all.

The successful candidate will be a person of integrity and stature in their community with proven leadership experience, an innovative, entrepreneurial spirit, exemplary business and/or nonprofit management skills and a strong commitment to continuing to create unique community partnerships and raising the visibility and impact of Interfaith Outreach. A focus on relationship building to enhance fundraising, community relations, external partnerships and board development is a key component of this challenging role.

The ideal candidate is an externally focused leader who brings an inspirational storytelling ability. Candidates must build strong relationships and possess an ability to unite community members across sectors around the shared goal of building a more vibrant community where everyone counts and all sectors and systems work together for the good of the entire community.



Candidates must bring proven experience developing, mentoring, and retaining high-functioning staff.

In addition, given the recent new realities of Coronavirus, the ideal candidate will be a leader who is able to reimagine, redirect, and realign Interfaith Outreach's programs to best meet client needs in a safe and sustainable way.

### Minimum Requirements:

- Bachelor's degree required; advanced degree preferred.
- A minimum of 10 years of management experience, including nonprofit and/or corporate leadership experience.
- Proven experience building equity, inclusion, and engagement across an organization. Strong cultural competence.
- A track record of effective leading and scaling of an outcome-based organization and staff; ability to point to specific examples of having developed and operationalized strategies that have taken an organization to its next level of maturity.
- Experience within complex and diversified businesses with multiple programmatic offerings.

### Preferred skills and experience include:

- A proven track record of success as a leader - leading, building, and growing a diverse, cohesive organization through a collaborative leadership style.
- A working knowledge of the field and Interfaith Outreach core programs, operations, and business plans is helpful.
- Proven experience acting as the voice and face of an organization, passionately speaking on behalf of an organization's mission and goals.
- Experience developing innovative external partnerships.
- Organizational management skills/experience in coaching staff, managing and developing high performance teams, setting and achieving strategic objectives, and managing a budget.
- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills.
- Past success in working with a board of directors; ability to cultivate board relationships.
- Strong marketing, public relations, and fundraising experience; ability to engage a wide range of stakeholders and cultures.
- Action-oriented; entrepreneurial, adaptable, and innovative approach to planning.
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed.
- The willingness, presence, and capacity to be Interfaith Outreach's external face to the public.
- Familiarity with and prior participation in implementing fundraising strategies.
- An innovative leader with the ability to bring in new ideas and programs that drive positive organizational results.
- Demonstrated financial management and budgeting abilities. Ability to establish and maintain excellent, productive relationships with the Board of Directors, Interfaith Outreach staff, community-based partners, and private and public sector funders.



For more information  
or to send your credentials,  
please email  
[InterfaithOutreach@cohentaylor.com](mailto:InterfaithOutreach@cohentaylor.com)  
All inquiries will remain confidential.

Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities – The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.