



Delivering Innovation in Supportive Housing (DISH) Job Announcement: Director of Finance and Administration

Delivering Innovation in Supportive Housing is looking for a Director of Finance and Administration.

SUMMARY

The Director of Finance and Administration will oversee financial and administrative systems, human resources and information technology - alongside dedicated staff, partners, and advisory bodies - to ensure the provision of high-quality, permanent housing to San Franciscans who suffer from serious health issues. The position is also responsible for the strategic direction of the organization and serves as a compass for staff and tenants, alike. DISH is a mission-driven organization that believes that everyone deserves home. The Director of Finance and Administration must be closely aligned with this mission and integrate the mission and values of the organization into their day to day leadership.

DISH is a fiscally sponsored project of the Tides Center. In this role, the position will oversee and manage DISH's financial systems in partnership with Tides finance staff and develop and manage DISH's internal and external reporting processes ensuring effective stewardship of the \$10.5 million annual budget. The position also works with the Leadership Team to develop operational policies and procedures and is a leader in charting the larger vision and direction of the organization. The Director of Finance and Administration serves on the Leadership Team and reports to the Executive Director.

The Director of Finance and Administration will work in close collaboration with the Tides Center to provide effective human resources services, financial management and accounting, risk management, and other components of an equitable, just, and sustainable organizational infrastructure.

The Director of Finance and Administration is an exempt position. Exempt employees are expected to work the appropriate and necessary time in order to complete key assignments and related tasks on schedule.

As a member of the Leadership Team, the Director is responsible for:

- Consistently demonstrating DISH's Mission, Values, and Service Commitments.
- Determining financial, program, personnel and policy strategies toward the fulfillment of DISH's Mission.
- Consistently and effectively implementing Tides and DISH operating and human resource policies and procedures with direct reports.
- Meeting and striving to exceed determined DISH contract objectives
- Developing, managing, and implementing an annual work plan



- Developing and managing DISH annual budget
- Upholding and promoting Leadership Team meeting standards and team commitments.

ESSENTIAL DUTIES:

FINANCE:

- Oversee DISH finance systems for collecting and tracking grant revenue and rental income and expenses.
- Develop and distribute budget management tools to appropriate personnel, including oversight of special financial projects and spend-downs.
- Serve as the primary liaison with the Tides Center on all financial matters; collaborate with Tides finance team to ensure compliance with invoicing, accounting, and reporting requirements. Build and maintain good working relationships between the primary funder San Francisco Department of Homelessness and Supportive Housing (HSH), Tides and DISH.
- Develop and manage organization budgets, communicating financial leadership information to other decision makers and key stakeholders.
- Provide financial analysis / develop & implement systems for budget savings.
- Lead analysis and presentation of data for budget advocacy initiatives.
- Provide finance support in the development of grant and contract proposals.

ADMINISTRATION:

- Oversee the provision of administrative support organization wide, including oversight of Operations Manager, Facilities Coordinator, and other members of the core Administrative Team.
- Oversee development and implementation of contracts with other organizations and vendors.
- Establish and implement a regular reporting regime internally and externally
- With the Leadership Team, determine and implement policies to achieve outcomes and objectives. Oversee accuracy and consistency of implementation across the organization.
- Oversee development, implementation, and updating of operating policies & procedures.
- Ensure stewardship of Information Technology systems including purchasing hardware /software and maintaining hardware and other IT systems including telephone and security camera systems.
- Oversee Human Resources functions in partnership with Tides human resources manager; including performance management, compensation, and employee relations matters



- Lead development of Professional Development Program, including implementation of expansion of this focus at DISH.
- Direct initiatives that ensure the utilization of workplace satisfaction supports.
- Lead and oversee Quality Assurance activities as outlined in the DISH – HSH contract and as determined and developed by the Leadership Team.
- Maintain familiarity with and adhere to the HR Guide for DISH Managers.

GENERAL LEADERSHIP

- Serve as Acting Director in the absence of the Executive Director.
- Participate in the Emergency on Call Back up one month each quarter.
- Other related duties as assigned by the Executive Director.

OUR VALUES

- Excellence & Focus: Prioritize issues under our direct control and deliver high quality service.
- Initiative & Innovation: Never stagnate, frequently review, refine, and enhance our services and procedures.
- Fairness & Consistency: Strive for equity and inclusion for our tenants and our staff.
- Respect & Openness: In our interactions, be honest, direct and embrace differences.

QUALIFICATIONS AND SKILLS

- 5+ years of Finance, budget and accounting experience required.
 - 5+ years of Administrative and project management experience required.
 - 5+ years of successful experience managing and/or supervising others required.
 - Experience with customer service provision or client relations required.
 - Experience and willingness to work in a team environment required.
 - Government grant experience preferred.
 - College degree or equivalent experience preferred.
 - Professional training may substitute for experience.
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- Commitment to the mission and values of DISH and enthusiasm for working as a team member. Ability to lead and motivate a team of employees.



- Ability to appreciate and reconcile conflicting needs of stakeholders. Skills in facilitation and conflict resolution in a team setting. Good listening skills informed by the ability to empathize and show compassion.
- Critical thinking and ability to make decisions and help others make decisions. An aptitude for anticipating problems and finding creative solutions that fit within established policies.
- Ability to prioritize tasks in a fast paced work environment among competing pressing issues. Ability to effectively manage a crisis situation. Ability to assess when an incident is an emergency and to take appropriate action.
- Ability to manage expectations and meet deadlines in a timely and effective manner.
- Ability to communicate effectively with people from diverse backgrounds, including people with active mental health issues, active substance use issues, and histories of homelessness and trauma.
- Ability to comprehend and effectively manage complex regulatory requirements.

ORGANIZATIONAL RELATIONSHIPS

Interacts regularly with residents, guests, service providers and staff, internal colleagues, DISH managers, Leadership team and Cabinet members.

PHYSICAL DEMANDS

(These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the job.)

While performing the duties of this job, the employee is frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Must be able to walk, stand, and sit for extended periods. The employee must occasionally lift and/or move up to 30 pounds. The employee must occasionally lift and/or move up to 30 pounds. This individual must have the ability to attend meetings, sit, listen, and use computer keyboard and mouse up to 7.5 hours per day. Frequently required to use a computer, phone, copier, and fax machine.

WORK ENVIRONMENT

Primarily this individual will work in an office setting as well as eight Single Room Occupancy, permanent housing settings with onsite social services for formerly homeless individuals, many of whom have significant mental health, physical health and/or substance use issues. Special projects and on-call emergency response require occasional schedule changes.

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

At DISH, we believe that everyone deserves a home.

We believe that homelessness is created by the institutional racism present in our systems of care, housing, education, criminal justice, employment, banking, and immigration.



We believe that our role as a supportive housing provider is not just to welcome people home but also to strive for equity and inclusion.

We believe it is our responsibility to confront and dismantle the impact of racism in our role as a landlord and as an organization founded by white people, operated primarily by people of color.

We believe that by eliminating barriers to our housing, treating people with dignity, and being true to harm reduction principles we can provide a space for healing from the trauma of racism & white supremacy.

We believe that by demanding fair & equitable wages for workers, providing solid benefits, systematizing self-care, and creating opportunities for staff engagement & advancement we can enhance the strength of our amazing team.

We believe as an organization that prioritizes people over property and empathy over indifference, we can make progress against the disgrace of homelessness and poverty.

We believe we have much more to do, and we believe now is the time to do it.

TIDES EQUAL EMPLOYMENT EQUAL OPPORTUNITY STATEMENT

DISH, a project of Tides Center, is an “at-will” and equal opportunity employer. Applicants and employees shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, mental or physical disability, sexual orientation, gender (including pregnancy and gender expression) identity, color, marital status, veteran status, medical condition, or any other classification protected by federal, state, or local law or ordinance.

COMPENSATION: Compensation range is 140,000-165,000 based on experience and geographic area. Competitive Benefits package. Due to COVID-19, the position is currently remote until we re-evaluate remote work policies at a later date.

APPLYING:

DISH will only respond to completed applications received via email only. DISH will be accepting applications until October 8th, 2021 however the job could be filled sooner if we find the right candidate. Please email your application package (resume, cover letter including questions responses) in PDF form to ApplytoDISH@gmail.com.

1. What interests you in working with DISH, and what specifically interests you in this position?
2. What work or life experience do you bring that most qualifies you for this position?
3. How would you approach building trust and fostering accountability with the DISH team?
4. What is your approach to understanding the perspectives of colleagues from different backgrounds?
5. What do you see as the biggest challenge for people experiencing homelessness in San Francisco?