



Delivering Innovation in Supportive Housing (DISH)

Job Announcement: Senior Manager of People and Culture

DISH is seeking to add a new member to the leadership team who will lead people and culture strategy and administration. The position is designed to create a central source of support for staff and staffing needs, including infrastructure to meet operational needs, a consistency of practices to support growth, and organizational strategy to support DISH's growth and capacity.

The Senior Manager of People and Culture will provide leadership and promote best practices in people management and development; administration; organization development; full employee cycle and staffing analytics. This individual fundamentally upholds the mission of DISH -- alongside dedicated staff, partners, and advisory bodies -- to provide high-quality, permanent housing to San Franciscans who manage serious health issues.

The Senior Manager of People and Culture primary focus include:

- Support Employee Life Cycle
- HR Administration
- Support highly diverse staff and create an environment of equity, inclusion and belonging for all employees

The Senior Manager of People and Culture is an exempt position. The position is on-site full time and in person, with the option of being remote 40% of the time.

Due to the nature of the work, it is a requirement that all employees must be fully vaccinated against COVID-19.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Support Employee Life Cycle

- Ensure the recruitment process attracts a highly diverse and talented staff
- Cultivate multiple talent pipelines to reach diverse candidates
- Design and regularly refresh new-hire orientation and onboarding programs so that each new hire feels welcome and a valued team member.
- Design and lead organization-wide and role specific training and professional development opportunities. Ensure effective use of external trainers and resources.
- Lead internal advancement programs to support the growth and learning of staff who want to grow in their role and assume higher levels of responsibility.

- Partner with managers throughout the organization to support strong performance across the organization, including supporting the development of supervisory skills and continually building managers' effectiveness in growing, mentoring, and retaining highly effective staff members.

HR Administration

- Draft and approve company HR policies and employee handbook language, and ensure ongoing best practices in recordkeeping and policy implementation.
- Oversee HR communications and organization-wide HR announcements.
- Develop a central source of support for employees, interns, and contractors.
- Design and lead initiatives to foster and strengthen a respectful and collaborative work environment guided by DISH's core values and commitments to equity and inclusion.
- Collaborate with Tides HR to develop roles and responsibilities around core HR services provided by our fiscal sponsor and finalize.

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

The People and Culture Manager must be skilled in developing HR initiatives, program design, and implementation; employee relations; and HR administration and communications; and must have:

- A minimum of 5 years' experience managing HR programs: performance management, employee relations, compensation and benefits, staff recruitment, professional learning and development, compliance, and HR communications.
- Strong domain knowledge of the principles, best practices, and systems of human resource administration.
- Exceptional communication and interpersonal skills with the ability to develop a high degree of personal credibility at all levels of the organization.
- Strong meeting facilitation skills.
- Experience with conflict resolution and/or restorative practices.
- Understand and value the importance of confidentiality when needed.
- Ability to operate at both the strategic vision-setting level and the tactical execution level, and be detail oriented and passionate to build.
- Strong analytical and problem-solving skills.

- Enjoy working in a diverse, creative, and collaborative environment
- Have strong team-building, management, and collaboration skills
- Have the ability to take initiative and step forward to work with others to identify organizational needs and address them proactively and collaboratively
- Have the ability to act independently and use good judgment in line with DISH's values
- Have flexible tech skills, including experience with Microsoft Office, SharePoint, CRM software and very comfortable Zooming.
- Preferred

ORGANIZATIONAL RELATIONSHIPS

Interacts regularly with internal colleagues, DISH managers, residents and guests.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Frequently required to use a computer, phone, copier, and fax machine. Must be able to reach, bend, walk, stand, and sit for extended periods. Depending on building assignment, the ability to climb stairs will be necessary. The employee must occasionally lift and/or move up to 10 pounds. This employee must have the ability to attend meetings, sit, listen, and use a computer keyboard and mouse up to 7.5 hours per day. Must be physically able to visually monitor the hotel lobby area and building security camera monitors. Must be able to travel locally via public transportation for work related tasks and also by car or airplane for out of town responsibilities.

WORK ENVIRONMENT

Incumbent will work in a shared office space with moderate noise level and periodic interruptions as well as occasionally working in one or more of our 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. Most of the buildings are about 100 yrs old & have had varying capital & cosmetic improvements. Typical shifts are weekday/daytime. Special projects may require occasional schedule changes. Local travel will most often be conducted travelling to and from DISH sites, partner agency sites and government buildings.

COMPENSATION:

This is a full-time, exempt position starting as soon as possible. The starting salary is \$90k. Compensation includes a full benefits package, including medical, vision, dental, vacation, paid holidays, sick leave, and a retirement plan.

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.

Applying:

Position is open until filled. In addition to a resume, applicants must include a cover letter expressing their interest in this position with DISH and why they are qualified for this job. Please submit cover letter and resume to jobsatdish@gmail.com. No phone calls or drops-ins please.