



Delivering Innovation in Supportive Housing (DISH) Job Announcement: Senior Manager of People and Culture

SUMMARY

The Chief Financial Officer (CFO) has overall financial management responsibility for DISH - alongside dedicated staff, Board, and partners - to ensure the provision of high-quality, permanent housing to San Franciscans who suffer from serious health issues. DISH is a mission-driven organization that believes that everyone deserves home. The position is new to DISH and will be responsible for the strategic direction of the organization's financial management and health, and serves as a compass for staff and tenants, alike. The CFO serves on the DISH Cabinet, works closely with the Board, and reports to the Executive Director.

DISH is currently a fiscally sponsored project of the Tides Center and is in the process of becoming an independent 501(c)(3) nonprofit organization. The CFO will develop and implement strategies for continued financial health under Tides, throughout the transition to independence, and as an independent organization. The CFO will oversee creating a new finance department, including selecting platforms and vendors, creating a staffing pattern and hiring the team, and revamping financial policies & procedures. The CFO will work closely with the Cabinet and other key stakeholders to create banking relationships and build an operating reserve. The CFO will be responsible for a smooth transition of financial management, transactions, and reporting from Tides to DISH's independence.

In addition to playing a key role in the path to independence, The CFO will oversee and manage DISH's current financial systems in partnership with Tides finance staff and manage DISH's internal and external reporting processes ensuring effective stewardship of its approximately \$18 million annual budget.

The CFO is responsible for leading and managing the day-to-day financial operations, in addition to developing, implementing, and managing the annual budget and evaluating financial performance, and improving overall financial efficiency. The CFO will participate in strategic planning and implementing long term objectives to ensure that the organization meets its goals. The CFO will work in close collaboration with the Chief Operating Officer and the Tides Center to provide effective financial management and accounting and other components of an equitable, just, and sustainable organizational infrastructure.

The CFO 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.



ESSENTIAL DUTIES:

Financial Strategy

- Develops, communicates, and implements overall financial strategy.
- Oversees and directs treasury, budgeting, audit, tax, accounting, and grants and contracts administration.
- With the Cabinet and Leadership Team, determines and implements policies to achieve outcomes and objectives.
- Provides strategic recommendations to the Executive Director and Board based on financial analysis and projections, cost identification and allocation, and revenue/expense analysis.

Financial Management

- Oversees (develops, monitors, and revises) short- and long-term budgetary planning and cost management in alignment with DISH's strategic priorities; works closely with all department leaders to develop and monitor the organization's budget.
- Oversees development and implementation of fiscal policies & procedures.
- Oversees accuracy of financial data entry in accordance with the Generally Accepted Accounting Principles (GAAP).
- Proactively manages cash flow and forecasting, monitors investments and oversees financing strategies.
- Oversees selection and successful implementation of appropriate accounting software.
- Ensures organizational compliance with all regulatory tax filings and audit requirements; coordinates annual audit activities.
- Supervises a team of finance staff in their accounts payable, accounts receivable, payroll and purchasing functions.
- Collaborates with Finance Committee on selection, hiring, and ongoing relationship with audit firm and other outside financial consultants as needed.
- Oversees collaboration with fundraising team, including timely and accurate grant and contract applications and reporting.
- Serves as a trustee on the 401k plan, annually reviewing plan design and investment programs and is responsible for the timely annual filing of Form



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- Builds and maintains good working relationships between the primary funder San Francisco Department of Homelessness and Supportive Housing (HSH), Tides and DISH.
 - Generates and distributes accurate monthly, quarterly and annual financial reports for the Executive Director, Senior Management Staff, Board of Directors and other stakeholders as required.

DISH's 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

- CPA and/or master's degree in business, Economics, Finance, Nonprofit Management or other related field preferred *or* equivalent 15 years' experience in finance.
- At least eight years of nonprofit finance experience, including managing finance, accounting, budgeting, control and reporting, managing audit processes, and experience in a leadership capacity.
- Experience working directly with Board of Directors and Audit and Finance Committees.
- Experience examining, developing, and implementing financial and technical policies and procedures.
- Government grants and contracts experience required.
- In-depth knowledge of at least one nonprofit/fund-accounting software. Experience in Netsuite and/or Intacct preferred.
- A minimum of 5 years of successful experience managing and/or supervising others required.
- Experience with building strong internal partnerships in a team environment.
- Ability to comprehend and effectively manage complex regulatory requirements.
- Professional training may substitute for experience.
- 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.



- Results-oriented with superior skills in organization, planning, and attention to details.
- Exceptional analytical and problem-solving skills, with experience interpreting a strategic vision into an operational model.
- Excellent verbal and written communication skills.
- 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.

ORGANIZATIONAL RELATIONSHIPS

Interacts regularly with residents, guests, service providers and staff, internal colleagues, and DISH staff, including senior leadership. Interacts with DISH Board, Tides Center employees, government funders, major donors, bankers, and other individuals engaged in DISH's financial needs.

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 nine 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 150,000 - \$175,000 based on experience and geographic area. Competitive Benefits package.



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 through our Online Job Inquiry Form which can be found on the jobs page of our website: <https://dishsf.org/jobs/> . No phone calls or drops-ins please.