



Delivering Innovation in Supportive Housing (DISH) Job Announcement: HR Director

POSITION SUMMARY

DISH is creating the Human Resources Director position to oversee dynamic human resources needs and aspirations in concert with a new Professional Employer Organization (PEO). On July 1, 2025, DISH is transforming into an independent nonprofit corporation from its former fiscally-sponsored status, and this new position will be a critical part of a successful transition.

The Human Resources Director will lead implementing, executing, and providing oversight on a broad range of human resource related policies, programs and initiatives. The HR Director champions diversity and inclusion, safeguards HR integrity and legal compliance, and ensures all human resource policies, plans, services, benefits, compensation, protocols and communications are welcoming, equitable and in alignment with the organization's goals and mission. The HR Director will be an active member of DISH's leadership team, working closely with peers and the full DISH team, executive leadership, the PEO, and other stakeholders. 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 HR Director 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 HR Director is an exempt position. The position is onsite 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

Lead HR Strategy

- Develop, refine, and lead the long-term strategy of Human Resources for the organization from the ground up, including new hire onboarding and ongoing training, compliance, benefits administration, leave of absence management, compensation management, employee relations, terminations, and HR technology. This process will be in concert with PEO and key DISH leadership.

- Work closely with PEO and other Human Resource service providers to select services and ensure they are well executed.
- Review and recommend compensation strategies within the organization's philosophy and strategies, promotions, transfers and equity/merit adjustments.
- Recommend new approaches, procedure changes and innovative solutions to continually improve efficiency and the employee experience, with a focus on workplace culture, employee engagement, and ensuring a positive workplace experience. Update employee handbook as needed.
- Lead and implement best practices for the employee life cycle from hiring to offboarding.
- Work closely with the Finance and Operations Team on employee policies, changes, and organizational administration.
- Participate in all Leadership Team meetings, All Staff trainings & events, and other meetings and events as requested.
- Work with the Leadership Team to re-design and implement training for staff at various levels including all-staff, supervisors training, programmatic training, etc.

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.

Compensation and Benefits

- Administer compensation and benefit programs for new hires and staff members, including job description classification support, salary structure and salary adjustments. Oversee benefit plan communications, enrollment and administration. Communicate benefit changes with employees, and support individual employees through any benefits challenges.
- Conduct new employee orientation to ensure employees gain an understanding of the organization, benefit plans and enrollment and other important HR-related policies.
- Manage the open enrollment process by working with plan providers, coordinating distribution of materials and communicating plan changes to employees.

Compliance

- Ensure a smooth, supportive onboarding process for new employees in concert with hiring managers and PEO. This includes overall project management, ensuring new employees get the training, benefits, and support they need.
- Keep leadership advised of potential issues (i.e. compliance, legal, etc) and recommend/implement solutions as appropriate.

Employee Relations

- Conduct employee relations meetings as needed and support with HR issues and investigations.
- Provide a confidential space to employees to voice their concerns.
- Conduct staffing analysis of trends and turnover.
- Other Duties and Responsibilities

QUALIFICATIONS AND SKILLS

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

- Our experience suggests the following certifications and degree(s) lend themselves well to this work: Bachelor's degree in Human Resources, Business Administration or related field and professional certification in PHR and or SHRM-CP/ SHRM-SCP preferred.
- A minimum of 6 years' experience managing HR programs: onboarding, 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.

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 traveling to and from DISH sites, partner agency sites and government buildings.

COMPENSATION:

This is a full-time, exempt position starting as soon as possible. Salary pay range is \$125,000 - \$135,000 and dependent on experience. 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 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.