



## **Delivering Innovation in Supportive Housing (DISH)**

**Job Title:** Chief of Staff

**Location:** San Francisco, CA (Hybrid work schedule)

**Salary Range:** \$ 110,000 - \$ 120,000/year.

**FLSA Status:** Exempt

### **POSITION SUMMARY:**

The Chief of Staff (COS) position primarily supports the Co-Chief Executive Officers (Co-CEOs) at a strategic, management, operational, and tactical level by co-designing, with the Co-CEO, the strategic direction of the Board of Directors, executive leadership, thought leadership, cross-departmental alignment, and organizational priorities. The COS serves as a key thought partner to the Co-CEOs and the Executive team. It is responsible for enhancing the effectiveness and productivity of the Co-CEOs, the Board, and, consequently, the organization as a whole. The COS also continuously builds and strengthens the organization's departmental plans, team, evaluation, and reporting. The COS is a contributing member of the leadership team, reporting to the Co-CEOs and working closely with them, as well as the Executive team, the Leadership Team, and the entire organization as needed. The Chief of Staff supervises the Administrative Officer and Administrative Assistant.

The Chief of Staff is an exempt position. Exempt employees are expected to work the appropriate and necessary hours to complete assignments and tasks on schedule.

### **ABOUT DISH SF:**

Delivering Innovation in Supportive Housing (DISH) provides permanent, supportive housing to San Franciscans who are experiencing chronic homelessness and serious health challenges. Since 2006, DISH SF has offered safe, affordable homes in seven historic buildings across the city—each paired with on-site services that promote stability, dignity, and community.

As a housing-first organization, DISH SF believes in providing low-barrier access, promoting harm reduction, and delivering person-centered care. Our team works directly in the buildings we operate, supporting nearly 500 residents—many of whom live with complex mental and physical health conditions. DISH SF is currently in an exciting growth phase, transitioning from long-term fiscal sponsorship to complete nonprofit independence. This is a unique opportunity to join a mission-driven team as we develop new systems, enhance our infrastructure, and shape the future of our organization.

At DISH SF, we value compassion, accountability, equity, and joy. We're seeking leaders who excel in dynamic environments and are passionate about promoting housing justice, community engagement, and operational excellence. Learn more at [www.dishsf.org](http://www.dishsf.org).

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The Chief of Staff plays a central role in driving cross-organizational alignment, operational excellence, and executive effectiveness at DISH SF. Serving as a key partner to the Co-CEOs, Board of Directors, and Executive Team, the Chief of Staff ensures that strategic initiatives are executed efficiently, communication flows smoothly, and organizational priorities are advanced with clarity and care.

### **BOARD MANAGEMENT**

- Support the implementation of Board decisions by coordinating logistics, follow-ups, and communication between the Board Chair, Co-CEOs, Board committees, and Executive Staff to ensure alignment and timely execution. Serve as liaison and central point of support for Board Directors, Co-CEOs, Executive Team, and all board engagement across DISH SF.
- Lead, design, develop and manage board scheduling, agendas, materials, and logistics for all Board of Director and Board Committee meetings,



- Design and execute the Board Communications Plan while supporting special initiatives and projects as directed by the Board and Co-CEOs.

### **CO-CEO MANAGEMENT AND EXTERNAL RELATIONS**

- Proactively manage Co-CEO's varied obligations from executive leadership, staff, external clients, field commitments, and DISH's Board of Directors.
- Support Co-CEO engagement by coordinating follow-ups and advancing shared priorities across departments, external partners, and key initiatives — ensuring continuity, communication flow, and implementation of strategy.
- Partner with teams to ensure materials and proposals are clear, complete, and aligned with organizational priorities — helping set up Co-CEOs for thoughtful and efficient decision-making.
- Implement and maintain project planning systems to track Co-CEO and leadership team initiatives while managing outreach, meeting flow, and follow-up to ensure key priorities are addressed effectively.
- Coordinate CEO-led events and drive continuous improvement of Cabinet operations and procedures in collaboration with internal departments.

### **EXECUTIVE LEADERSHIP TEAM MANAGEMENT AND ALIGNMENT**

- Provide coordination and support across the Executive Team (ET) and Leadership Team (LT), ensuring follow-up and accountability for strategic initiatives, Board deliverables, and executive-level projects.
- Lead and manage ET and LT agendas and materials for meetings and retreats, including managing the annual ET calendar.
- Provide Cabinet key inputs for the Organizational Dashboard process with the Admin Team.
- Ensure project planning methods are used when necessary to track ET and LT projects and provide support on projects as needed.
- Interface with ET and LT, adhering to the decision-making model, organizing regular meetings, and developing liaison/channels of communication.
- Lead the design, maintenance, and execution of administrative systems and compliance infrastructure.
- Provide high-level oversight of compliance processes, including external audits and monitoring visits (e.g., HSH, WVPP, and insurance compliance), ensuring coordination across teams while delegating day-to-day preparation and logistics to appropriate staff.
- Performs additional related duties as assigned by the Co-CEOs.

### **STRATEGIC PROJECTS, COMMUNICATIONS, AND SPECIAL INITIATIVES**

- Draft and edit high-quality written materials for the Co-CEOs, including board communications, correspondence, and presentations that visually convey strategic goals and impact.
- Lead and manage cross-functional initiatives, special projects, and emergent priorities that fall outside traditional roles or structures, ensuring alignment with organizational strategy.
- Collaborate with the Co-CEOs and Leadership Team to strengthen governance practices and operational partnerships across departments.
- Support the development of organizational plans, evaluation frameworks, and reporting tools, identifying opportunities for streamlining through technology and improved systems.

### **KNOWLEDGE, SKILLS, and ABILITIES:**

The Chief of Staff role at DISH SF requires a thoughtful, strategic, and adaptable leader who can function at both a high-level planning capacity and a detail-oriented execution level. The ideal candidate is highly collaborative, exceptionally organized, and mission-driven — someone who brings both systems thinking and emotional intelligence to a fast-paced, high-trust environment.



### **Strategic and Operational Leadership**

- Demonstrated ability to link strategic priorities to operational functions, daily activities, and cultural values.
- Proven skill in managing multiple, interdependent projects across departments with consistency and accountability.
- Ability to anticipate organizational needs and provide proactive, creative solutions during times of transformation.
- Capacity to support and advance cross-functional planning, collaboration, and execution aligned with the organization's Strategic Path.

### **Executive and Board Partnership**

- Experience serving as a trusted thought partner to executive leaders, with the ability to absorb and reflect their decision-making logic.
- Familiarity with nonprofit governance structures and the ability to manage board operations, communications, and meeting logistics with professionalism and confidentiality.
- Confidence in representing executive leadership in internal and external communications and in supporting high-level stakeholder engagement.
- Skilled in managing information flow, follow-up coordination, and executive priorities with discretion and responsiveness.

### **Team and Culture Stewardship**

- Excellent interpersonal and relationship-building skills, with a track record of strengthening organizational culture and morale.
- Ability to influence without formal authority, support team alignment, and facilitate communication across leadership levels.
- Deep commitment to equity, inclusion, and fostering psychologically safe team environments, particularly during periods of change.
- Experience supervising or mentoring administrative and support staff in mission-aligned work environments.

### **Communication and Professionalism**

- Outstanding written and verbal communication skills, including the ability to support CEO-level presentations, correspondence, and reports.
- Meticulous attention to detail and accuracy in all deliverables, with a high standard for quality assurance.
- Professional demeanor and sound judgment in high-stakes, confidential, or time-sensitive situations.
- Comfort operating as an internal brand ambassador and external representative of the Co-CEOs and DISH SF.

### **Technical and Systems Proficiency**

- Advanced proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Salesforce, and online communication platforms.
- Familiarity with project planning tools, information management systems, and compliance tracking workflows.
- Capacity to support data reporting and dashboard development in collaboration with administrative and executive staff.

### **Preferred Qualifications**

- Four-year college degree preferred.
- Project Management Professional (PMP) training or certification is strongly preferred.
- Experience in a Chief of Staff, Senior Executive Assistant, or senior-level operations role within a nonprofit or mission-driven organization.

## **How to Apply**



This search is being conducted by The Job Plugs, a national recruitment firm specializing in mission-driven leadership placements. We are proud to partner with DISH SF to identify an outstanding Chief of Staff who is passionate about housing justice and ready to lead in a dynamic, evolving organization.

To apply or nominate a candidate, please email a resume and a brief statement of interest to [recruiting@thejobplugs.com](mailto:recruiting@thejobplugs.com)

Nominations, referrals, and inquiries are also welcome. Applications will be reviewed on a rolling basis, and early submissions are encouraged.

**DISH SF Equal Employment Opportunity Statement**

DISH SF, is an “at-will” and an 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.