

THE DELORES PROJECT JOB DESCRIPTION

DIRECTOR OF HUMAN RESOURCES

Department: Leadership
Reports To: Chief Executive Officer
FLSA Status: Exempt
Pay Range: \$73,000 - \$80,000

THE DELORES PROJECT (TDP) provides dignified, low-barrier shelter and supportive services for individuals experiencing homelessness and housing insecurity. We operate a 24/7 housing-focused shelter for unaccompanied adult women and transgender individuals experiencing homelessness as well as a 35-unit supportive housing apartment community for people living with a disabling condition who have transitioned out of chronic homelessness. We also provide community-based continued care services for Delores shelter guests who have transitioned from our shelter into independent housing to ensure their housing stability.

DIRECTOR OF HUMAN RESOURCES SUMMARY

The Director of Human Resources will be responsible for all aspects of Human Resources within the organization. The position reports to the Chief Executive Officer and is a member of the Leadership Team. The Director of Human Resources (DHR) will work closely with all levels of the organization to maintain compliance with legal requirements and internal policies and procedures. The DHR will build constructive relationships with staff, and lead new initiatives across the organization. The DHR will create policies and procedures driving alignment with the organization's culture and values and regularly evaluate employee engagement, determining changes as necessary to achieve the desired culture and performance, including building, maintaining, and regularly evaluating procedures that reinforce and enhance the employee experience.

RESPONSIBILITIES

- Lead compensation and benefits programs by completing regular market analysis and employee surveys. Evaluate cost options to ensure competitive offerings balancing employee desires with affordability. Collaborate with the leadership team to agree compensation and benefit programs annually and lead communications to all employees, in order to effectively implement changes.
- Research and recommend an effective HRIS, present options, pros and cons to the Leadership Team. Create and lead the transition plan from paper systems to an integrated automated system. Create and lead communications about the changes to supervisors and employees, train employees to ensure smooth transitions at each stage of implementation.

- Maintain a thorough understanding of HR laws, ensure regulatory compliance, and advise the Leadership Team of any prospective developments impacting TDP employees.
- Maintain and communicate a TDP Employee Handbook ensuring it is available to all employees at all times. Communicate changes proactively and train Supervisors on responsibilities under any Policy or Program. Ensure supervisors and all employees understand required processes to implement policies or programs.
- Train TDP supervisors on employee professional development, engagement, retention, performance criteria and measurement. Provide feedback to Supervisors and be a resource to support them.
- Champion and steward TDP's equity and inclusion work and continued learning and education for staff.
- Coach and support Supervisors and employees at all levels to successfully navigate difficult situations. When necessary ensure documentation is completed and held confidentially in HR.
- Supervise the Office Manager who has primary responsibility for office needs, employee events, and building maintenance and facilities.
- Institute and maintain an annual process for soliciting staff satisfaction feedback and make recommendations to the leadership team of any areas for opportunity and/ or goals that should be addressed and incorporated into the annual budgeting and/ or strategic planning processes.
- Work with any external consultants hired to assess and/ or advise the organization on HR related matters for TDP.
- Regularly research and stay up-to-date on HR trends and tools, and present policy, procedure, or/ program improvements to the leadership team which enhance achievement of organizational mission and values.

QUALIFICATIONS:

- Bachelor's degree or relevant work experience in Human Resources or Organizational Development;
- Previous management experience, including an understanding of servant and situational leadership;
- Trained and skilled in nonviolent communication and conflict resolution with an understanding of restorative justice practices in a professional setting;
- Basic understanding of power, privilege, identity, and oppression and how these can contribute to organizational culture, dynamics, and relationships.

QUALITIES:

- Excellent listening skills, able to engage effectively at any level of the organization.
- Well-developed emotional intelligence, with deep self-awareness guiding professional behavior.

- Work or lived experience within or among communities of color, indigenous peoples, LGBTQ or those experiencing homelessness.

SKILLS:

- Demonstrated ability to work well as part of a team and ability to build trust with a diversity of stakeholders.
- Demonstrated ability in conceptual and longer term thinking.
- Analytical ability to identify and quantify systems-level problems.
- Creative thinker, able to find new or alternative solutions.
- Good communication skills, including the ability to understand and articulate the thoughts and opinions of various stakeholders to others.
- Values and mission-orientated.
- Schedule flexibility, including some evening and weekend availability.

POSITIONS SUPERVISED:

Office Manager

PHYSICAL REQUIREMENTS:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.
- Must be able to access and navigate each department at the organization's facilities.

Benefits include: Medical / Dental / Vision / Life insurance, Simple IRA with employer 3% match, paid holidays and PTO.

To apply, please submit a cover letter and resume to Stephanie Miller, CEO, at stephanie@thedeloresproject.org with HR DIRECTOR in the subject line.