

THE DELORES PROJECT JOB DESCRIPTION

DIRECTOR OF PEOPLE AND CULTURE

Department: Leadership
Reports To: Chief Executive Officer
FSLA Status: Exempt
Pay Range: \$74,000 - \$80,000

SUMMARY

The Delores Project 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.

The Director of People and Culture (DPC) will be responsible for all aspects of Human Resources within the organization including building, maintaining, and regularly evaluating procedures that reinforce the organization's culture and values and enhance the employee experience. As a valued member of the leadership team, the Director of People and Culture will work closely with all levels of the organization to drive impact through maintaining HR compliance, building strong relationships with staff, and leading new initiatives across the organization. The DPC is part of the organizational leadership team, which includes the CEO, Program Director, and Development Director.

SUMMARY OF RESPONSIBILITIES:

- Collaborate with the leadership team to create competitive, contemporary compensation and benefits programs by completing regular market analysis, employee surveys, and effectively implementing improvements.
- Help optimize HR processes and oversee transition and integration of an appropriate HRIS system and migration from paper personnel files and onboarding.
- Regularly evaluate TDP's employee handbook, recommending updates in HR policies and procedures at TDP through a thorough understanding of HR laws and issues to ensure regulatory compliance.
- Create and continually evaluate processes that educate, advise, and influence TDP supervisors on employee professional development, engagement, retention, performance criteria, and measurement. Support Program Managers in timely completion of staff performance evaluations.
- Champion and steward TDP's ongoing equity and inclusion efforts, ensuring committee development and follow through on action items. Regularly solicit staff

feedback on organizational culture and equity efforts, and recommend any policy and procedure changes necessary to continue providing a safe and inclusive workplace for all staff.

- Support Program Managers with performance management and coaching, ensuring necessary documentation happens.
- Provide support for employees at all levels of the organization to successfully navigate performance and/or personnel difficulties.
- Oversee the Office Manager whereby the primary responsibilities involve 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.
- Be the organizational point of contact for any external consultants who have been hired to assess and/ or advise the organization on policies/ procedures/ programs/ decisions that have the potential to affect culture, morale, and mission such as racial and pay equity work, etc.
- Regularly research and stay up-to-date on the latest HR trends and tools and practice outside the box thinking about how to make the organization a destination employer for job seekers. Regularly present policy/ procedure/ programmatic/ cultural recommendations to the leadership team on ways to keep the organization relevant, forward-thinking, and a leader among homeless, housing, and human service providers.

SKILLS AND QUALIFICATIONS:

- Bachelor's degree or relevant work experience in Human Resources or Organizational Development;
- Excellent listening skills;
- Excellent self-awareness and well-developed emotional intelligence;
- Training and skills in conflict resolution with an understanding of restorative justice practices in a professional setting;
- Previous management and staff supervision experience. .Basic understanding of power, privilege, identity, and oppression and how these contribute to organizational culture and potential disequilibrium of organizational dynamics and relationships;
- Work or lived experience within or among communities of color, indigenous peoples, LGBTQ and people and/ or those experiencing homelessness;
- Demonstrated ability to work well as part of a team and ability to build trust with a diversity of stakeholders;
- Values curiosity over judgment of situations and people;
- Demonstrated experience with strategic thinking and planning, and the ability to identify systems-level problems and come up with creative solutions;
- Good communication skills, including the ability to understand and articulate the thoughts and opinions of various stakeholders to others;

- Values and mission-oriented in their work;
- 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 send resume and cover letter to: stephanie@thedeloresproject.org