

Senior Director, People and Culture District Alliance for Safe Housing



D A S H
DISTRICT ALLIANCE FOR SAFE HOUSING

Status: Full-time, exempt employee
Salary: \$100,000 - \$110,000
Reports to: Chief Operating Officer
Location: Washington, DC

About the District Alliance for Safe Housing

Founded in 2006, the District Alliance for Safe Housing (DASH) is DC's largest provider of safe housing and trauma-informed services for survivors experiencing homelessness due to domestic and sexual violence. DASH meets survivors where they are, eliminating barriers to safe housing so that they can rebuild their lives on their own terms.

DASH supports survivors—individuals, families, and transitioning youth aged 18-24—with options and counseling for housing programs; emergency financial assistance; and emergency housing, transportation, and wraparound services. Once in safe housing, survivors can elect to receive DASH's supportive wraparound counseling and services. DASH's Safe Housing Programs manage 90 emergency and transitional-to-permanent housing units, including the 42-unit Cornerstone building, owned and operated by DASH.

DASH has grown significantly over the past few years. Its FY23 budget was \$11 million with 37 team members. DASH's success is driven by a talented team across programs, administration, external relations, finance, and property management. In FY24, DASH anticipates a team of more than 45 team employees, a growth that adds additional compliance requirements with ACA, FMLA, and affirmative action. DASH currently manages employee benefits through Insperity, a professional employer organization (PEO). The DASH team has a hybrid work schedule with rented office space currently on a three-year lease in addition to owned property.

DASH holds Candid's Gold Seal of Transparency and has been recognized by the Catalogue for Philanthropy as one of the DC region's best nonprofits. To learn more, visit www.dashdc.org.

Position Overview

The Senior Director, People & Culture is a proactive and agile leader within the People & Culture (P&C) department, which is responsible for organizational performance, strategy, and culture. The Senior Director, P&C contributes to building DASH's capacity to accomplish its essential mission.

This position manages multiple priorities in a fast-paced environment, including developing and leading P&C policies, processes, programs, and activities that maximize and strengthen internal human capital, ensuring legal compliance and furthering the organization's mission and talent strategy. Success in this position requires a service mentality, organizational integrity, and adherence to the DASH model and values.

Joining DASH at an exciting stage of stabilization and growth, the Senior Director, P&C will be responsible for establishing and onboarding a newly re-established P&C team. They will ensure the P&C function is strategic and well-positioned to begin implementing clear policies, procedures, and standards of excellence required by DASH's size and complexity. This is an

exceptional opportunity for a mission-focused leader seeking to partner with a committed team of passionate professionals leading the evolution of a highly respected nonprofit organization.

The Senior Director, P&C reports to the Chief Operating Officer (COO) and manages a team of two, including the Manager, People & Culture and the Performance & Compliance Specialist. In addition, they are responsible for managing the relationships with outsourced vendors and consultants. They serve as a member of DASH's cross-departmental senior leadership team, responsible for operations and programs.

Essential Duties and Expectations

Specific areas of responsibility include:

Strategic Cross-Departmental Leader

- Partner with and advise the senior leadership team and the executive team to provide subject matter expertise on best practices in workforce development, as well as plan and implement new strategies. Guide change management as systems/processes are implemented.
- In consultation with DASH leadership, oversee the design and implementation of a management training program for supervisory staff. Coach managers in matters of employee development, performance, and interpersonal relations.
- Lead organization-wide strategies to identify talent, manage organization-wide performance, and drive employee professional development.
- Work with senior leadership to identify and address departmental training needs; work with department staff to develop programs and processes to engage employees, improve working relationships, build morale, and increase productivity and retention.
- In collaboration with DASH leadership, determine and oversee the implementation of technology to advance P&C functions to support DASH's programmatic and fiscal needs.
- Set and track human capital metrics to assess P&C performance, identify improvements, and effect change; contribute to an organizational-wide culture of continuous improvement across all matters related to human capital.
- Foster DASH's empathetic and inclusive culture of care throughout the organization. Model DASH's standard of understanding, sensitivity, and responsiveness to cultural differences present in the agency's service and employee population.
- Advance DASH's efforts to develop and embody an anti-racist, inclusive, and equitable workplace culture by overseeing the creation and implementation of P&C programs that advance diversity, equity, and inclusion.

Talent Acquisition and Management

- Oversee talent acquisition strategy, support hiring managers to identify qualified candidates, and ensure timely recruitment processes; approve new hire documentation before presenting top candidates for executive decision-making.
- Supervise employee onboarding and orientation to DASH's goals, values, and culture.
- Implement an organizational performance management system; monitor staff accountability and training effectiveness to ensure objectives are met.
- Develop processes to support the strategic and intentional development of an internal pipeline of new leaders for organization-wide succession planning.
- Establish credibility by maintaining effective employee working relationships. Direct efforts to improve employee engagement, morale, and appreciation, including DASH Employee Relations initiatives.
- Foster regular employee communications. Design and oversee internal employee communication and engagement programs, including DASH All Hands meetings.

- Manage and resolve complex employee relations issues; conduct effective, thorough, and objective investigations, represent DASH at personnel-related hearings, and oversee employee disciplinary meetings and separations where applicable.
- Review offboarding processes to ensure compliance and analyze data for improvement.
- Maintain complete employee confidentiality in all matters. Exhibit the highest standards of ethics and personal integrity. Appropriately share “need to know” P&C information with the executive team.

Compensation and Benefits

- Oversee and manage the PEO relationship to administer payroll and benefits, with the intention of balancing compliance and organizational needs.
- Design and maintain a dynamic and progressive compensation program, including analysis of salary bands, pay equity, and benefits. Use appropriate benchmark research so DASH remains competitive within its market area.
- Ensure accuracy and timely completion of time and attendance processes, including payroll.
- Oversee benefits and wellness program administration, including additional wellbeing and mental health support initiatives for the executive team’s consideration.

Compliance and Risk Management Policies and Procedures

- Maintain knowledge of industry trends and best practices, including compliance with all DASH grant requirements and local, state, and federal labor-related laws and regulations.
- Ensure oversight and regular review of P&C policies, effective implementation, and record maintenance according to internal policy and external legal requirements.
- Represent DASH as requested in audits of P&C-related documentation or processes; Ensure completion of required reporting and surveys.
- Manage organizational risk related to all functions of P&C by overseeing the continuing improvement of policies, procedures, and adherence to best practices related to workforce management; ensure updates are transparent and reflect principles of change management.

P&C Leadership

- Manage, develop, coach, and mentor a high-performance P&C team. Delegate work streams effectively, fostering professional growth and motivating and holding team members to a high standard of excellence and accountability.
- Set professional development goals with direct reports to advance departmental and organizational strategy.
- Develop and manage the budget for all P&C activities.
- Maintain good relations and a network of vendors, colleagues, and subject matter experts to build DASH’s strategy, knowledge, and success in its P&C endeavors.

Experience, Skills and Qualities

While we understand that no single candidate can possess every qualification listed below, the following are priority areas:

- Demonstrated passion for DASH’s mission.
- A bachelor’s degree is required; an educational focus in human resources, business administration, organizational development, or a related field is preferred.
- No less than seven years of work experience in human resources, with a preferred focus on functions such as employee relations, performance management, and/or compliance. Completion of, or work towards an advanced certification, such as SHRM-CP, is a plus.
- No less than three years in a supervisory capacity.
- Knowledge of HR liability statutory, and regulatory compliance, with demonstrated experiences in investigations and development of policies and procedures.

- Proven ability to attract top talent and inform culture, opportunity, and compensation to keep team members engaged, productive, and growing over the long term.
- Experience with organizational scale and growth; can balance strategic and macro viewpoints while providing hands-on support as needed.
- Excellent analytical and organizational skills with great attention to detail.
- Excellent written and verbal communication and interpersonal skills. Experience ensuring strong communication and collaboration cross-functionally.
- Demonstrated ability to foster diversity, equity, and inclusion with a deep commitment to advancing these values.
- Experience increasing efficiency of general business operations and standards.
- Demonstrated ability to work on multiple projects with competing deadlines.
- Demonstrated ability to build and maintain relationships with people at different experience levels, positions, and backgrounds.
- Optimistic, excited by the challenges of achieving goals, and motivated by DASH's mission.
- Experience working in a human services setting with trauma-informed approaches to care is considered a plus.

Technical:

- Advanced proficiency in office software is necessary for this role. DASH uses Microsoft Office 365, which includes Word, Excel, PowerPoint, Outlook, OneNote, and SharePoint.
- Human Resources Information System (HRIS) software
- Performance Management and Learning Management Systems

Other:

- Must provide proof of eligibility to work in the United States.
- Must successfully complete a background investigation, credit check, and drug test.
- Must provide proof of vaccination against COVID-19 unless qualified for medical or religious exemption.

Compensation & Benefits

DASH offers a competitive salary in the range of \$100,000-\$110,000. Employees have access to 90% employer-paid insurance for health, dental, and vision, short- and long-term disability and life; a minimum of 20 days of paid leave, 15 holidays, a weeklong winter holiday; and a 3% DASH non-elective contribution retirement plan.

Application Process

Good Insight, a national nonprofit executive search firm headquartered in Washington, DC, is assisting with this search. Visit www.good-insight.org/careers to upload application materials. Confidential inquiries about the role may be directed to DASH@good-insight.org. For best consideration, submit a resume and a cover letter by early-January. Qualified applicants will be contacted on a rolling basis. Early applications are encouraged due to the pace of the search.

Location

DASH is located in Washington, DC. The Senior Director position operates on a hybrid schedule that requires location in the DC region.

Physical Demands

This role includes prolonged periods of sitting at a desk and working on a computer and may occasionally be called upon to perform a variety of physical tasks, such as pushing, pulling, and

lifting up to 25 pounds unassisted. Contact DASH@good-insight.org to request reasonable accommodations.

Equal Employment Opportunity

DASH is a proud equal opportunity employer committed to an inclusive work environment and to building a team that reflects the rich diversity of our community. DASH bases employment decisions on each person's performance, qualifications, and abilities. It does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, or characteristics protected by District of Columbia and federal law. People of color, people with disabilities, and people of diverse sexual orientations, gender expressions, and identities are encouraged to apply.

All employment offers are contingent upon satisfactory proof of eligibility to work in the United States. A background investigation, credit check, and drug test are required for this role. A record of complete vaccination against COVID-19 is required; exceptions may be granted in limited circumstances for medical or religious reasons.