



Assistant Chief Administrative Officer for Operations

King County Regional Homelessness Authority

Role Title: Assistant Chief Administrative Officer for Operations

Salary Range: \$110,000 - \$140,000 per year

Organizational Overview

The King County Regional Homelessness Authority (RHA) oversees all homelessness related programming and prevention initiatives in the Seattle/King County region. Created via an interlocal agreement between the City of Seattle and King County in 2019, the Authority is charged with building and implementing a regional approach to ending homelessness in King County. To accomplish this, the Authority is specifically tasked with:

1. Engaging and centering people with lived experience;
2. Focusing on justice-based approaches to actively address disproportionalities in the population experiencing homelessness; and
3. Integrating the perspectives of a wide range of stakeholders across King County through a sub-regional planning process that recognizes the unique attributes of communities within the county.

The Authority is currently in its founding era and seeks dynamic and skilled leaders at all levels.

Team Overview

The Administrative Office oversees and supports the Regional Authority's operations and ensures organizational sustainability, related strategy development, and overall agency transparency and accountability. The Administrative Office is responsible for Finance, Human Resources, and Information Technology. The team directly interacts with all offices across the Regional Authority, working closely with the Executive Office to ensure direct operational alignment with the strategy and goals of the Regional Authority.

The team has approximately 7 team members working directly in related offices.

Role Description

The Assistant Chief Administrative Officer works closely with people experiencing homelessness, the Chief Administrative Officer, CEO, Ombudsperson, agency staff, Implementation Board, provider agencies, and other community partners to help shape and



implement the strategic vision the Authority has for responding to and ending homelessness in the region. The Assistant Chief Administrative Officer works closely with the Chief Administrative Officer (CAO) to oversee Human Resources, Information Technology and other operational responsibilities within the Administrative division. Additionally, this role will be responsible for spearheading initiatives that will enable the Authority to nimbly innovate towards ending homelessness in the region.

This role supports the supervision of three staff with the potential to grow in response to funding availability in subsequent budget allocations or through other revenue generating partnerships and as additional responsibilities are added.

Together with the CAO, the Assistant CAO for Operations plays a key role in designing and managing a healthy organizational culture centered on the Authority's values of community, justice, well-being, learning, collaboration, trust, flexibility, intersectionality and transformation.

The Assistant CAO will ultimately be accountable to the CEO and people experiencing homelessness and will be held to the processes that customers of the RHA's services, community groups, and frontline staff establish to ensure that accountability.

Accountabilities

People Operations and Information Technology (50%)

- Support the development and design of People Operations and Information Technology programs, protocols, and internal controls to support the RHA workplace culture-building, training, performance evaluation and day-to-day team needs in collaboration with the RHA People Operations and Information Technology contractors and Chief Administrative Officer
- Facilitate hiring and onboarding of new staff, issue and track equipment, maintain staffing roster and coordinate with the Assistant CAO for Finance to keep personnel budget up to date
- As part of the participatory budgeting process, annually review employee benefit package, and develop a process to review with the RHA team and make recommendations for updates and improvements
- Directly manage contractors and staff responsible for implementing key RHA human resource and information technology priorities in support of the homelessness response system, its core programs and strategies, contract management, coordinated entry and any other direct service components

Operations & Continuous Improvement (30%)

- Centering the voice of lived experience, support the Administrative Division and CAO in the implementation of the RHA's equity-based decision-making framework in the



development of Key Performance Indicators, analyze annual performance review results and work with RHA staff and Chiefs to make recommendations to improve RHA outcomes

- Support implementation of a robust Information Technology training and security program to ensure the RHA server environment remains operational and secure; recommend improvements and updates as needed with support from Information Technology contractor
- Support the efficiency of the Administrative Division through strong administrative skills and prioritization of tasks.

Special Projects and Initiatives (10%)

- Support RHA Special Projects and Initiatives as they emerge in collaboration with the Chief Administrative Officer and the Administrative Division Team. Special projects may include RHA organizational assessments/improvement design, or work with other RHA divisions to design and support implementation of new programs, including acquiring or otherwise securing property for use as bridge housing or other temporary housing for people experiencing homelessness
- Maintain strong project management leadership for named initiatives and contribute to the capacity of the program team's project management skillset

Stakeholder Engagement (10%)

- Manage strategic relationships with key stakeholders in the region, including local funding partners, and with state and federal partners, including HUD, and other entities that the Authority may be accountable to
- Engage relevant stakeholder groups, centering our lived experience partners, in an ongoing way to drive continuous improvement and design efforts
- Actively participate in relevant meetings with community-based organizations, other government agencies and partners, broadly to support informed design, resource building and resource sharing
- Actively build relationships with innovators across the sector/across sectors to support driving creative innovation and change within workstreams of oversight

Minimum Requirements

- 7-10+ years of related work experience in the government, non-profit or related field people operations
- Demonstrated experience centering equity and justice approaches in complex government operations with demonstrable results
- Demonstrated understanding of administering people operations in large jurisdictions with complex variation
- Demonstrated understanding of information technology needs for public



organizations

- A track record of success of leadership of teams
- Demonstrated ability to work across systems in pursuit of the goal ending homelessness

Additional Requirements

- Ability to undertake routine travel around the region in order to meet with key stakeholders
- Experience working across government agencies (preference for both local and federal experience) and related structures/governing bodies
- Experience designing and operating programs and conducting data-driven continuous improvement processes
- Superior oral and written communication skills
- Exceptional planning, organizing, and prioritizing skills in order to manage a diverse workload, multiple demands, and deadline sensitive projects
- A high level of customer service orientation and attention to detail
- Ability to provide and accept feedback
- Ability to work in and across several communication platforms, including social networks and cloud-based systems
- Strong attention to detail, accuracy, timeliness

Vaccination Mandate

RHA is subject to the King County requirement that all county contractors and volunteers working onsite (Workers) at Executive branch agencies (Agency/Agencies) be fully vaccinated.

If you are the successful candidate for a position, RHA will send you a conditional offer letter. As a condition of employment, prior to a final offer of employment, you will be required to:

- submit proof of vaccination, or
- have an approved request for medical or religious exemption and an approved accommodation. Philosophical, political, scientific, or sociological objections to vaccination will not be considered for an exemption or accommodation.

People are considered fully vaccinated against COVID-19 two weeks after receiving the final dose of a vaccination approved by the Center for Disease Control and Prevention (CDC).

EEO STATEMENT

The King County Regional Homelessness Authority is committed to a policy of Equal Employment Opportunity and will not discriminate against an applicant or employee based on



the basis of race, creed, religion, color, national origin, age, alienage or citizenship status, ancestry, nationality, national origin, marital or domestic partnership or civil union status, familial status, sex, pregnancy, gender identity, or any other characteristic protected by federal, state or local law. The Authority will provide reasonable accommodations for qualified individuals with disabilities.