



## **People Operations Specialist**

King County Regional Homelessness Authority

**Role Title:** People Operations Specialist

**Salary Range:** \$75,000 - \$85,000 per year

*(This position is funded through a philanthropic grant)*

### **Organizational Overview**

The King County Regional Homelessness Authority (the Authority) 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 Team oversees and supports the Authority's operations and ensures organizational sustainability, related strategy development, and overall agency transparency and accountability. The Administrative Team is responsible for Finance, Human Resources and Information Technology. The team directly interacts with all offices across the Authority, working closely with the Executive Office to ensure direct operation alignment with the strategy and goals of the Authority. The team has approximately 9 team members working directly in related offices.

### **Role Description**

Under the direction of the Assistant CAO for Operations, this position will assist in carrying out, developing and implementing key policies and strategies that impact the day-to-day people operations of the System Advocate (also known as Peer Navigation) Workforce at the Authority. As part of the Administrative Team, the People Operations Specialist will work closely with Assistant CAO for Operations and Operations and Policy Director to support the System Advocate Workforce with people operations, including supporting the hiring process, new employee onboarding, benefits navigation and setup, maintaining any necessary State of Washington Foundational Community Support (FCS) credentialing and certification documentation, & other operational functions within the Administration division in order to provide support and customer service to RHA employees. As a contributing member of the Administrative team, the People Operations Specialist may also lead specific projects based in this expertise area, and informally manage stakeholders, as needed. Reporting directly to the Assistant CAO for Operations, this role has no direct reports.

The People Operations Specialist will be ultimately accountable to the Chief Executive Officer and people experiencing homelessness and will be held to the processes that customers of the Authority's services, community groups, and frontline staff establish to ensure that accountability.

### ***Accountabilities***

#### **System Advocate - People Operations Support (60%)**

- Serve as an internal expert in Peer Navigation operational functions on the Administrative team
- Maintain a high level of understanding in overall RHA operations and systems including but not limited to Always Be Designing (ADP) Workforce, Association of Washington Cities (AWC), Simon 365 and Department of Retirement Servicers (DRS)
- Maintain a high level of understanding of Medicaid & FCS-specific requirements to establish and maintain behavioral health provider certifications and maintain the integrity and confidentiality of people operations, files, and knowledge
- Collaborate with System Advocate Leadership and Assistant ACO for Operations and Operations Specialist to lead the onboarding process for new hires which includes but is not limited to benefit and payroll orientation and setup, new hire paperwork, building access, and equipment and system set up
- Assist the Chief Administrative Officer and Assistant CAO for Operations and System Advocate Leadership to identify and recommend reasonable and equitable staff benchmarks for key performance metrics, outcomes and improvements
- As needed, collaborate with project managers and team leads to complete related research and management projects with a focus on people operations
- Ensure that high quality services and communication are delivered, and best practices are continuously integrated into the Authority's day-to-day functions
- Assist with other duties as assigned

### **Continuous Improvement (30%)**

- Ensure day-to-day operations are aligned to organizational needs to promote the execution of short term and long-term goals
- Work closely with the Assistant CAO for Operations to create feedback loops for System Advocate staff in order to better inform and identify areas of improvement
- Support System Advocate Leadership with quality assurance/quality improvement processes, and tracking workplace injuries, and wellness
- Identify the latest trends and best practices as it relates to organizational operations to enhance the Authority's day-to-day operations

### **Stakeholder Engagement (10%)**

- Attend relevant meetings with key stakeholder in the region, including local funding partners, and with state and federal partners, including HUD, the HCA, and other entities that the Authority may be accountable to
- Actively build relationships with innovators across the sector/across sectors to support driving creative innovation and change within workstreams of oversight

### **Minimum Requirements**

Studies have shown that women, people of color, and those from underrepresented groups are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in the best candidate for the job and encourage you to think broadly about how your background might make you a valuable member of our team in this role when deciding whether to apply.

At minimum we are looking for:

- Fluency in equity and racial justice concepts and language, understand their own privilege and power, and can bring equity impact analysis to life in the context of their tasks
- Comfortable with ambiguity, flexible and adaptable to change
- 1-3+ years of related work experience in the government, non-profit or related field, with a track record of success in cross-team collaboration, operations, human resources and information technology
- Comfort in conducting research
- Strong organization, written and oral communications skills
- Proficiency using Google Office Suite and related software, Zoom and Excel, ADP, DRS, Simon 365 and other payroll and benefit platforms and cloud-based systems

### **Additional Requirements**

- Ability to travel up to 10%, in state and out-of-state
- Project and budget management experience, a plus
- Experience working across government agencies and related structures/governing bodies

- A track record of success in operations and stakeholder engagement
- Experience designing and operating programs or projects 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
- 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 against COVID-19.

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 vaccination approved by the Center for Disease Control and Prevention (CDC).

### **EEO STATEMENT**

The 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. In addition, the Authority will provide reasonable accommodations for qualified individuals with disabilities.