



Director of People Operations

King County Regional Homelessness Authority

Role Title: Director of People Operations

Salary Range: \$100,000 - \$130,000 annually

Location: Hybrid/50% in Seattle Office

Classification: Full-time, Exempt

Benefits: Unlimited vacation, subject to manager approval; 96 hours of paid sick and safe leave annually; 12 official holidays and 2 personal holidays; medical, dental, and vision benefits; pension plan; deferred compensation plan to eligible employees; and life insurance and long-term disability.

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.

Team Overview

The Operations Division oversees and supports the Regional Authority's operations and ensures organizational sustainability, related strategy development, and overall agency transparency and accountability. The Operations Division is responsible for Administrative, People Operations, and Information Technology functions. 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.

Role Description

The Director of People Operations works closely with members from the Operations Division, agency staff, people experiencing homelessness, 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 Director of People Operations will optimize people-centered activities across the KCRHA

by providing oversight of benefits administration, hiring and onboarding, change management, performance management, and internal communications and training related to people operations functions. The Director of People Operations will work closely with the Chief Operating Officer to oversee all functions of People Operations, including and especially labor relations. In addition, this role will work with the Director of Equity and Justice and other key leadership across the agency to develop a healthy organizational culture that reflects the KCRHA's commitment to racial justice and is welcoming, energizing, and empowering to employees of all identified communities and experiences.

This role reports to the COO and will directly supervise 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.

The Director of People Operations will ultimately be accountable to the CEO, COO, 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 (include but are not limited to the following):

People Operations Oversight (60%)

- Provide overall leadership and guidance to the People Operations team by overseeing the day-to-day people operations, and upholding the Authority's policies at the highest level in both character and practice
- In collaboration with the CAO develop and implement comprehensive People Operations Infrastructure including goals and strategies that align with the Authority's vision, values and agency objectives
- Provide guidance and support to supervisors on employee relations issues, including conflict resolution, disciplinary actions and performance improvement plans
- Ensure agency compliance with all federal, state and local employment laws and regulations
- Continuously evaluate and refine People Operations policies and procedures to adapt to changing agency needs, and standards, including monitoring and analyzing People Operations metrics to identify trends, evaluate success and inform decision making
- Directly manage contractors and staff responsible for implementing key human resource priorities in support of the homelessness response system, its core programs and strategies, contract management, coordinated entry and any other direct service components
- As needed, partner with the Authority's Labor and Employment Counsel on issues and response

Labor Relations Liaison (30%)

- In collaboration with the agency Collective Bargaining team, actively participate in union negotiations between the Authority and the representatives of the collective bargaining units

- Act as the point of contact for departments and supervisors on labor relations policies, interpretations and application of the collective bargaining agreement(s)
- In collaboration with members of the Operations Division, lead the research and analysis of collective bargaining best practices and standards
- With support from the Collective Bargaining Team, perform various labor relations duties involving but not limited to investigations and trainings
- Perform other duties as assigned

Stakeholder Engagement (10%)

- 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

- A minimum of 10 years of progressive HR/People Operations experience with at least five years in a leadership role
- Demonstrated experience in Labor Relations (e.g., negotiations, preparation, bargaining, implementation and administration of Collective Bargaining Agreements)
- Demonstrated experience centering equity and justice approaches in complex government operations with demonstrable results
- Demonstrated understanding of developing and implementing successful HR/People Operations strategies and programs
- Strong knowledge of federal, state and local employment laws and regulations
- Demonstrated experience within a unionized environment, dealing directly with labor relations issues and functions
- Strong interpersonal and communication skills with an ability to effectively interact with diverse groups
- Ability to support work across systems in pursuit of the goal ending homelessness

Additional Requirements

- SPHR or SHRM-CP or SHRM-SP certification preferred
- 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
 - Ability to work onsite up to 3 days per week
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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 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 accommodation for qualified individuals with disabilities.