

# Senior HR Director Position Announcement

September 2019



## Our Mission

We help people improve their lives through education, support and direct assistance while advocating for just and equitable communities.

## Who We Are

The Opportunity Council, headquartered in Bellingham, Washington, is a community-action agency that serves homeless and low-income families and individuals across five counties: Whatcom, Island, San Juan, Skagit, and Snohomish. For over 50 years we have offered services that range from addressing immediate and crisis needs such as food and shelter to programs that promote long-term growth and stability through job skills training, financial literacy, early childhood education, supportive housing, and home weatherization.

Opportunity Council is recognized as a leader and innovator in the fields of early learning, home energy efficiency and indoor air quality, and supportive housing. Our local and statewide advocacy efforts yield significant new resources to address the issues of homelessness and energy cost burden.

Today we serve more than 15,000 people annually. We have a \$32 million operating budget, approximately 67% of which comes from a variety of government funding. We manage over 150 funding partner contracts. More than 285 staff proudly serve our community.

We recognize our employees as our greatest asset. Reporting to the Executive Director and a member of the Executive Team, the Senior HR Director is a critical position that provides guidance and leadership. This person plays a key role in developing an environment where our employees can thrive. Familiar with the work-related stress of caring for and assisting clients who are often in crisis, they have a keen understanding of how to support and motivate staff who work daily in this environment. They can immediately put their skills and knowledge to work on behalf of employees and culture.

The Senior HR Director develops and leads HR strategies, and provides consultation to the Executive Director and Leadership Team that fosters and enables a diverse workforce through equity-driven practices and an inclusive and learning culture in support of our mission. They identify opportunities for improvement, propose both creative and pragmatic solutions, and thoughtfully design process rollouts through a change management lens. They have a clear vision and knowledge of what needs to be done as they educate and bring others along.

This position manages all HR operations and business functions including but not limited to: employee relations and engagement; benefits administration and compensation; performance management; orientation, training and development; safety and compliance; policy development for all employment and personnel operations; budget management and HRMS administration. Capable of acting at both the strategic and tactical levels in a complex, highly regulated environment, qualified candidates are well-versed in HIPPA compliance, employment law, WAC requirements, and preferably, labor relations.

## Our Programs 2018 Highlights

**Helping Kids Thrive:** Head Start/ECEAP, Early Head Start, SEAS, Emergency Child Care vouchers, Early Support for Infants & Toddlers.

- 584 children directly served.
- 1,022 special needs children referred to services.

**Access to Healthy Food:** Basic Food Assistance, Maple Alley Inn, Child nutrition program.

- 2,588 people received access to or direct services.
- 26,141 meals served.

**Building Financial and Job Skills:**

Tax assistance, employment services, financial education, Asset Building, Weatherization and tech training, Early Achiever program.

- 1,451 people participated in programs.

**Providing a Safe, Warm Home:**

Housing, Energy Assistance grants, Weatherization and Home Improvement, Conservation Education, Chore, Community Energy Challenge.

- 1,638 households received housing.
- 9,791 received energy assistance.
- 306 household participated in energy conservation and got help with home repairs.
- 256 aging clients were able to remain independent in their homes.

**Offering Information and Referral:**

Community Resource Centers in Bellingham, Oak Harbor, Kendall, Lopez Island, Orcas Island and San Juan Island plus Child Care Resource and Information.

- 10,000 people accessed services and information.

**Expanding Impact:** CreateHousing, added 5,607 affordable housing units throughout Washington State. Building Performance Centers trained 440 students. The Energy Project secured \$44 million for additional energy assistance and weatherization services for WA State low-income households.



The ideal candidate is an accomplished professional who radiates confidence and gravitas as well as warmth and approachability. They have exceptional judgement, strong interpersonal skills, a delightful sense of humor and calm presence.

### First Year Priorities

- Learn the culture, get acclimated, build trust.
- Continue the momentum and further the work begun to improve and strengthen employee relations and engagement, and total rewards.
- Implement creative retention strategies that are mindful of the funding and regulatory constraints we face.
- Define and create strategies to influence and weave microcultures into a cohesive organizational culture, creating an environment where people want to stay.
- Lead diversity, equity, and inclusion efforts to ensure an environment where all employees and clients feel valued.
- Build and develop the HR Team with a customer-service orientation and focus.
- Align the Leadership Team around new HR initiatives, building understanding and buy-in for needed changes.
- Ensure our investment in new HR software, systems and processes are implemented, running well and functioning the way they need to.

### You are:

- A connector and people person who genuinely cares about the success of others, with a strong desire to develop talent, and create engaging workplace cultures and environments for staff at all levels and from varied backgrounds.
- Someone who understands HR is a 'walk your talk' role. Your style is to be out of your office more than you're in your office, building relationships and connectivity.
- Very perceptive, with an intuitive capability to relate to people at all organizational levels.
- A highly skilled and inclusive communicator who listens empathetically.
- Respectfully direct when needed, yet also diplomatic and tactful.
- A collaborator, who prefers to arrive at shared solutions with your peers rather than creating and rolling out solutions unilaterally. You know how to bring people along and build consensus for change.
- Gifted at striking the right balance between what's required and what's needed. Innovative and creative, you are also pragmatic about how to implement change within a large, complex agency.
- Comfortable with ambiguity, uncertainty, and a rapidly evolving landscape.
- Highly skilled at project management; proven success working in a fast-paced environment and delivering against multiple work streams.
- Extremely organized, detail oriented, flexible, and able to multitask.
- Fluent in change management strategies and best practices with proven success in implementing change across an organization.
- Committed to equitable and inclusive practices in all phases of your work.



## Minimum Qualifications / Experience

BA from an accredited four-year college or university with emphasis on human resources management, organizational development and/or business administration. Master's degree and PHR, SPHR, SHRM-CP, or SHRM-SCP certification preferred. Eight (8) plus years of increasingly responsible experience in managing all aspects of Human Resources, Organizational Development and general Business Management. Preference given to candidates with: experience in a community action, social services, health care, or public agency with an operating budget in excess of \$20 million, a comprehensive understanding of the complexities and constraints of government funding in a nonprofit environment, and familiarity working in an environment with a depth and breadth of diverse programs and services. Minimum of five (5) years' experience in leading and developing HR professionals. Demonstrated experience in implementing diversity, equity, and inclusion at all levels of an organization. Strong knowledge of best practices and comprehensive experience with HR Generalist functions including but not limited to: Benefits Administration and Compensation, Performance Management, HRMS, Learning and Development, Employee Relations, Organizational Development, Change Management, and Diversity, Equity & Inclusion. The successful candidate will also need to be experienced in employment law, compliance, and labor relations.



## To Apply

Please submit a cover letter and resume to [HRDirectorOPCO@roamconsultingllc.com](mailto:HRDirectorOPCO@roamconsultingllc.com). We accept emailed applications only; no paper submissions. In your cover letter, in addition to sharing why you are interested in this job, *please tell us about your experience transforming HR culture and creatively delivering results in a complex organization with resource constraints and government funding regulations.*

*Applications will be reviewed upon receipt, and full consideration will be given to applications received by September 30, 2019. Interviewing begins mid-October 2019.*

**Compensation:** This full-time exempt position reports to the Executive Director. The salary range is \$95,231 - \$119,038 depending on experience and skills. Medical/Vision/Dental benefits, retirement, professional learning opportunities, paid vacation/sick/holiday time and parking provided.



This search is facilitated by Roam Consulting LLC, a consulting firm that provides a full range of executive transition and search services to nonprofit organizations in the Pacific Northwest and beyond. Confidential inquiries and questions may be directed to Amanda Madorno, Principal at Roam Consulting LLC, at [amanda@roamconsultingllc.com](mailto:amanda@roamconsultingllc.com) or 425.488.7747.

## **Bellingham, A Gem of the Pacific Northwest**

Opportunity Council is headquartered in Bellingham, Washington, in the beautiful Pacific Northwest. Bellingham sits on the shores of Bellingham Bay, just 90 miles north of Seattle and 21 miles south of Vancouver, BC. With both sea and mountain views that include the San Juan Islands, Mt. Baker and the North Cascades, the city offers a rich variety of [recreational, cultural, educational and economic activities](#). Education is key to the community, with two community colleges, as well as Northwest Indian College and Western Washington University. The combination of physical beauty, friendly people, and affordability for a West Coast location make Bellingham a desirable location for families and retirees. The city has consistently been ranked as one of the best places to live from multiple sources, including Livability's [Top 100 Best Places to Live](#), as well as [Sunset Magazine](#) and [Outside Magazine](#). Bellingham is a [college town](#), noted for its [clean air](#), [cyclability](#), [green power partnership](#).

