Deputy Director

The Washington Homeownership Resource Center (WHRC) is seeking an exceptional operations leader and people manager to ensure that WHRC continues to deliver accurate, comprehensive information and referral services to help community members attain and retain homeownership. As a result of the pandemic, the need for our services has grown as more community members face financial instability and the threat of foreclosure. At the same time, Washington's booming real estate markets have become increasingly challenging for low- and moderate-income homebuyers, making our support critical. We are entering a growth period as we respond to increasing community need and work to address the racial homeownership gap.

The Deputy Director is a senior leadership position, who will partner with the Executive Director on operational and administrative leadership, as well as shape the culture and strategy of the organization as it grows. This includes managing a variety of strategic initiatives and providing program management and staff supervision for our Information and Referral program, as well as strengthening relationships with community partners, and maintaining quality as we continue to grow. We’re looking for someone who is proactive in improving processes, can use data to demonstrate the impact of our work, and who is passionate about coaching our staff who help people get and maintain homeownership. Candidates must reside in Washington state.

ABOUT WHRC:

Since 1995, WHRC has helped over 70,000 Washingtonians to attain or retain their dream of homeownership. Through our hotline, website, and online portal, we provide our clients with personalized information and referral to vetted homeownership supports, including homebuyer assistance programs, pre-purchase education and counseling, mortgage and property tax foreclosure intervention counseling, reverse mortgage counseling, owner-occupied repair assistance, other post-purchase education and assistance, legal aid, and credit counseling.

In addition to working with homeowners to help them meet their homeownership goals, WHRC works closely with elected officials, government agencies, financial institutions, and community organizations to advocate for resources, programs, and protections to support homebuyers and homeowners across Washington.

ABOUT THE ROLE:

You’ll report to the Executive Director and provide leadership for organizational growth. Your core responsibilities will include:

Operations and Administration:

You will be a leader in organizational operations and administration, strengthening our processes and developing new ones where needed:
• Ensure the continued financial viability of WHRC’s programs through sound fiscal management, partnering with the Executive Director on budgeting, tracking, and reporting finances.
• Assess and negotiate contracts, such as for facilities, grants, partnerships, and vendors and manage vendor relationships.
• In partnership with ED and Operations Coordinator, engage in all stages of securing funding to support WHRC operations and strategic goals, including identifying opportunities, writing grant applications, and ensuring compliance with grant-related reporting.
• Plan and lead staff retreats, meetings, and other special events.
• In partnership with the Executive Director, liaise with and support the Board of Directors and related committees.
• Develop and implement policies and processes related to finance/accounting, human resources, operations, and programs.

Programs and People
You’ll play an important management role to ensure we are providing the best services to homeowners navigating foreclosure:

• Implement and lead a continuous quality improvement process throughout program and service areas. Promote regular and ongoing opportunities for all staff to give feedback on program operations and lead the team in growing their skills and knowledge to continually improve our services.
• Provide direct supervision of all program staff (currently 3.8 FTE), including interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.
• Develop and implement a standard training process for incoming Information & Referral Specialists and other new employees at WHRC.
• Liaise with the Executive Director, software developer(s), stakeholders, and project consultants to ensure improvements to our online portal and other technology tools develop consistent with WHRC goals.
• Retrieve and analyze data; build and generate reports that demonstrate our scope and impact for funders, policy advocacy, and to inform ongoing program improvements.
• Coordinate with WHRC staff, community-based organizations, government agencies, and private sector partners involved in affordable homeownership to improve existing and build new referral processes and partnerships to support evolving needs in the community and among referral partners.
• Ensure that all program activities operate consistently and ethically within the mission and values of WHRC.

Strategy and Leadership
You’ll bring strategy and leadership skills to WHRC, with a focus on equity in our work, partnerships, and increasing our reach to more homeowners:

• Provide effective and inspiring leadership, as well as stewardship, of WHRC by being actively involved in all programs and services.
• Provide leadership for diversity, equity, inclusion, and access initiatives.
• Partner with the Executive Director to build and nurture positive workplace culture.
• Lead the services delivery team to the next level by further developing and implementing recruitment, training, and retention strategies.
• Partner with the Executive Director to represent WHRC with external constituency groups, including community, governmental, and private organizations.
• Provide leadership and input for all strategic planning processes with the ED, Board, and staff.
• Create copy for communications and outreach materials, website, client communications, and other efforts to connect with potential or existing clients and partners. Liaise with partners and vendors for collaborative outreach efforts.

In addition, the Deputy Director is part of the WHRC team. Our team members:
• Attend regular training as required to maintain all appropriate certifications
• Participate in ongoing anti-bias and anti-racism training/workshops, and incorporate these principles into our daily work
• Attend regular staff meetings and any partner/sector meetings as assigned
• Practice flexibility and occasionally pitch in for other mission-support duties that allow our small team to respond to evolving community needs with agility

QUALIFICATIONS

If you possess some of the qualifications below and have a strong interest in learning about the other areas of the job, we encourage you to apply.

Skills and Abilities

• Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for program excellence, engaging community partners, and partnering with an ED and board of directors.
• Knowledge of the housing and homeownership landscape in Washington state.
• Demonstrated ability to write proposals and manage contracts; has tangible examples of reporting and program measurement and evaluation.
• Experience supervising others, shaping human resource programs, and/or leading diversity, equity, inclusion, and accessibility efforts.
• Demonstrates integrity, strives for excellence in their work, and has experience leading others to new levels of effectiveness and programmatic impact.
• Financial management and budgeting skills.
• Ability to find solutions to a variety of problems, with a coaching and mentorship focus to help other team members do the same.
• Excellent communication skills, including written and verbal and listening skills.
• Comfort using technology and designing systems, including cloud-based apps and software.
• Passionate about WHRC’s mission and able to promote and communicate our philosophy, mission, and values to external and internal stakeholders.
• Flexibility and agility to respond to changing external forces and evolving internal priorities.

Education and/or Experience

• 4-5 years of professional experience in a nonprofit organization of similar or larger size.
• A minimum of 2 years of supervisory experience (hiring, training, managing performance, scheduling, and assigning work to others) in homeownership services and/or broader social services
• A high school diploma or general education degree (GED) is required, Bachelor’s Degree preferred. A combination of education and experience will be considered.
● Strong background in homeownership, pre-purchase education, post purchase education, and asset building/financial empowerment.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to work remotely from home for an undefined period of time
- Regularly required to sit or stand, and talk or hear
- Frequently required to reach with hands and arms
- Occasionally required to stand; walk and stoop, kneel, crouch, or crawl
- Must occasionally lift and/or move up to 25 pounds
- Regularly required to use close vision on a computer/other electronic devices and adjust focus accordingly

**COMPENSATION & DETAILS**

The Deputy Director is a full-time (40 hours/week) exempt position. The salary is $78,000-$83,000 (FTE) based on direct experience. WHRC staff are employees of Parkview Services and have all benefits afforded to Parkview employees, including: access to medical, dental, and vision insurance; flexible spending plan; AD&D and long-term disability benefits; life insurance; a retirement plan with match; 10-11 paid holidays annually; 10 days paid vacation and 12 days sick and safe leave accrued annually to start.

**WORK ENVIRONMENT**

WHRC staff members are continuing to work from home in response to the COVID-19 pandemic. When it is safe to do so, WHRC will work with employees to transition to a hybrid work schedule, with some office-based and/or community-based work and some home-based work depending on employee preference, performance, and job responsibilities. The noise level in the office environment is usually moderate. WHRC will provide basic home office equipment as needed to work successfully from home. **We are only considering applicants who live in Washington state.**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**TO APPLY**

Please submit a cover letter and resume to jobs@homeownership-wa.org with the subject line “Deputy Director - Your First Initial of First Name and Full Last Name”. For example: Deputy Director - KSmith

Materials received by midnight on Sunday, May 1st, 2022, will be given full consideration. You will receive an automated email of receipt. As an alternative to a cover letter, applicants may submit an existing writing sample that demonstrates their professional communication skills. **Applicants who do not include either a cover letter or writing sample will not be considered.** We welcome applicants to submit both a cover letter and writing sample.

*WHRC is an equal opportunity employer committed to diversity. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, or status as a qualified individual with a disability.*