



Chief Human Resources Officer

Los Angeles, CA/San Francisco, CA



If you are mission-driven, energized and willing to dive in to solve some of California's biggest housing challenges by leading a diverse and motivated workforce of over 350 people statewide, we welcome you to learn more about this opportunity and how you can help Brilliant Corners realize its vision of a future in which no one faces homelessness or unnecessary institutional involvement for lack of affordable housing and community-based supports. Please submit a detailed resume immediately to:

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Brilliant Corners provides innovative housing and housing-related services to California's most vulnerable individuals, with an emphasis on those transitioning from or at risk of homelessness or institutionalization.

Founded in 2004, Brilliant Corners has embraced the challenge of scaling supportive housing to address the growing affordable housing and homelessness crisis in California. Working at the intersection of housing and sectors such as healthcare, veterans' services, criminal justice, and the homelessness response system, Brilliant Corners creates supportive housing solutions that empower people to achieve housing stability.

In Los Angeles County, Brilliant Corners operates the Flexible Housing Subsidy Pool (FHSP), a nationally recognized supportive housing model that combines rent subsidies, landlord engagement, pinpointed tenant/landlord matching, and ongoing tenant services and intensive case management, with nearly 200 previously homeless households moved into housing each month. Brilliant Corners operates similar models in the Inland Empire, San Francisco, and San Diego.

Position Summary

The Chief Human Resources Officer (CHRO) is responsible for developing and executing human resource strategy in support of the overall business plan and strategic direction of the organization, specifically in the areas of succession planning, talent management, change management, organizational and performance management, training and development, and compensation. The CHRO provides strategic leadership by articulating HR needs and plans to the executive management team, leadership team, and the board of directors.

As leader of the Human Resources team, you are responsible for developing, overseeing, and operationalizing all things people-related at Brilliant Corners, ultimately stewarding staff through the full talent lifecycle. This includes leading the internal team to build the necessary infrastructure to attract, hire, evaluate, nurture, and reward staff, and ensuring that they actively cultivate the culture they need to retain, develop, and leverage the tremendous talent that already exists at Brilliant Corners. The HR/Talent functions at Brilliant Corners continue to evolve and you will have the unique opportunity to implement key systems and policies.

The Chief Human Resources Officer (CHRO) will develop innovative and comprehensive programs to support a dynamic workforce that has doubled in the last three years, including organizational and talent development, culture, performance management, retention strategies, recruitment, policy and compliance, and benefits administration. Because of the rapid growth of the organization, and its reliance on a mission-driven, millennial workforce, the development of performance management and career development programs is a top priority. Of particular importance will be to strengthen their internal environment of equal employment opportunity, diversity, and inclusiveness. Brilliant Corners is reassessing how they hold themselves accountable for racial equity and inclusion and what meaningful actions they can take. The CHRO will play a key role in these efforts and work closely with the leadership team and the Equity Director (title TBD). Similarly, as they grow, they seek to leverage their core values effectively while developing a culture of learning, operational excellence, accountability, and effectiveness. Inspired by a deep passion for making the world better, they seek to "walk the talk" and create a world-class environment for their employees.

Reporting to the CEO the CHRO is the most senior HR executive at Brilliant Corners and will be a member of the executive team. They oversee a team of 16.

Responsibilities

Essential Duties and Responsibilities

- Responsible for overseeing administration of hiring, retention, termination, personnel records, legal compliance, compensation, benefits, and long-term staffing strategies. Responsibilities include development and administration of personnel rules and regulations, pay and job classification structure, and programs for employee training, safety, health, and morale.
- This position is directly responsible for leading managers of the Human Resources division and indirectly responsible for all employees within the division.
- Effectively manages the administration and/or coordination of employment, labor relations.

- Provides consultative support to management, interprets, explains, and enforces Human Resources policy matters and federal and state compliance issues such as non-discriminatory hiring methods, disciplinary actions, terminations, FLSA, EEO, ADA, GINA, HIPAA, FMLA, etc., and recommends needed changes.
- Establishes and maintains program for managing EDI.

People Strategy

- Design a comprehensive multi-year HR vision and strategy that supports Brilliant Corners' mission and growth strategy.
- Create and implement an annual work plan for all HR services, policies, and programs (i.e. organizational development, performance management, leadership development and training, compensation, succession management, organizational culture, values and core competencies).
- Define, communicate, and nurture our culture, collect continuous feedback from employees on their levels of alignment and engagement, and seek ways to make working at Brilliant Corners more fulfilling for all staff.

Employee Relations

- Build and maintain an employee-oriented culture that emphasizes continuous improvement and high performance.
- Ensure that there are fair, clear, and transparent guidelines for grievances and concerns.
- Cultivate a work environment that is diverse, safe, inclusive, fulfilling, respectful, free from discrimination and harassment, and promotes the overall well-being of our staff.

Talent Acquisition and Development

- Execute an organization-wide strategy for recruiting, selecting, and onboarding a high quality and diverse workforce.
- Build and maintain an employer brand that raises Brilliant Corners' profile as a great place to work for top talent.
- Oversee development of a targeted recruiting process for key roles.
- Design and lead leadership development activities, including leadership training, succession management, building senior teams.

HR Operations and Administration

- Develop and manage department goals, objectives, and budget that support the longer-term HR agenda and annual work plan.
- Supervise and manage the work of the team with a focus on their ongoing development.
- Continuously review, update, and enforce established standards and procedures and identify opportunities for improvement; resolve any discrepancies.
- Ensure compliance with federal and state requirements.
- Modernize and consolidate Brilliant Corners' HR systems to achieve cost and time efficiencies; lead adoption of new procedures and systems as needed.

Compensation and Benefits

- Pay equity.
- Develop strategic compensation plans, benchmarking pay with comparable organizations, aligning performance management systems with compensation structure and monitoring negotiations for group healthcare, retirement, and insurance benefits.
- Oversee negotiations with benefits providers to ensure that they are cost effective and support organizational and employee needs.

Mindsets

- **You're fundamentally a "people person."** You enjoy being and working with others, see the good in everyone and your sense of humor is alive and well. You take the work seriously, but you recognize that we humans work best when we enjoy our colleagues and are having fun.
- **You love a good puzzle.** You're excited to soak up information while learning and continuously improving. You bring a problem-solving orientation to your work and instinctively seek opportunities to make things better. You have a knack for strengthening processes to improve quality and efficiency.
- **You can juggle, at least figuratively.** You're known as someone who gets things done quickly and calmly. You can handle many responsibilities at once and you instinctively discern between what's important and what's urgent. You're rigorous about prioritizing and things don't fall through the cracks.
- **You thrive in an entrepreneurial environment.** You're resourceful and at ease with ambiguity and rapid change. You possess a positive, can-do attitude, and are adept at identifying creative solutions to obstacles.
- **Your sleeves are in the rolled-up position.** You don't shy away from getting your hands dirty and making sure things get done. Sure, you can be strategic and big-picture, but you also can lead your team to make things happen on the ground.

Skills and Qualifications

- Passion for Brilliant Corners' mission and the needs of our people.
- Ability to think strategically and build systems and processes for effective talent acquisition and management organization wide.
- Well-honed management skills, capable of gaining the trust of leadership and employees while influencing positive organizational outcomes.
- Exceptional communication skills, with a strong customer service mentality and high degree of integrity, accountability, and emotional intelligence.
- Excellent analytic and problem-solving skills, with the ability to take a thoughtful and data-driven approach to addressing challenges.
- Demonstrated commitment to diversity, equity and inclusion.
- Track record of leading organizational change efforts successfully.
- (Skilled trainer and coach of all staff in individual and group settings).

Work History

- At least three years in an HR leadership role, with demonstrated experience in the core aspects of talent management and organizational development (e.g. recruitment, onboarding, performance management, professional development, retention, culture building.)

Education

HRCI or SHRM certification a plus

Other Important Items

Location: Los Angeles or San Francisco

Salary: \$180K to \$200K

Travel: Attendance at board meetings, community meetings and other events. Regular travel between office statewide.