

Heather Dudley-Nollette

A Creative, Compassionate Approach to Organizational Development

EXPERIENCE

Bayside Housing & Services

Deputy Executive Director

January 2024 - PRESENT in Jefferson County, WA

- Oversight of daily operations with a focus on supportive services and organizational planning.
- Collaborate with ED and BOD on key financial decisions and strategic development.
- Oversee government and other public funding coordination.
- Build and nurture relationships with external partners.

Bayside Housing & Services

Director of Development

September 2021 - December 2023 in Jefferson County, WA

- Build community involvement, philanthropic support and financial stability for nonprofit Transitional and Permanent Supportive Housing provider.
- Supervise Development Team to achieve department goals, including grant management, donor cultivation and event coordination.
- Participate in leadership team to inform organizational decisions regarding program direction, project selection and funding strategy.

CoLab Northwest (“The CoLab”), Coworking & Meeting Space

Co-Owner/Operations Manager

January 2013 - November 2023 in Jefferson County, WA

- Co-founder of coworking and meeting spaces in the rural/urban communities of Port Townsend and Chimacum, WA
- Manage membership, operations, staffing, staff development, and community outreach

Hastings Landing, Historic Preservation Project

Project & Property Manager: January 2007 - March 2014

Co-Manager of project LLCs: April 2014 - PRESENT in Port Townsend, WA

- Primary project representative with government officials, project permitting authorities and key community stakeholders
- Administer Owner/Architect agreement
- Create and monitor task management systems and ensure that project tasks are completed or adjusted per the project plan
- Manage overall project budget (\$26-29 Million); develop project tax credit and funding applications, proposals and reports
- Present the project in public and private community and investor forums, and to government agency representatives and politicians

Playtruly Consulting

Independent Nonprofit Board Consultant & Strategist

February 2014 - April 2020 in Jefferson County, WA

Primary consulting projects included:

SKILLS

Organizational Development and Strategic Planning

Program & Project Management and Operations

Team Building, Staff and Performance Management

Nonprofit & For-profit Business, Financial Management and Development

Nonprofit Board Participation and Leadership

Performer, Public Speaker, Presenter and Educator

Policy Analysis

Relationship Builder: Government & Community Liaison

Inter- and Intra-Organizational Collaboration

Building and Development Permit Application Management

AWARDS

Business Leader of the Year
2016 Winner, Jefferson County Chamber of Commerce

Citizen of the Year
2015 Winner, Port Townsend Main Street Program

Young Professional of the Year
2015 Nominee, Jeff County Chamber of Commerce

Economic Vitality Award
“The CoLab” 2015 Winner, WA Trust for Historic Preservation

Homeward Bound Community Land Trust (late stage review): Review project history, perform SWOT analysis. Act as community relations and local government liaison during analysis/recommendation period. Recommend path forward to HB Board and City of PT.

Board Retreat Facilitation: Dove House Advocacy Services, Production Alliance, PT Food Co-op and WSU Extension - Jefferson County

King County, Finance & Bus Ops Division, Benefits & Retirement Ops Educator Consultant II

June 2005 - March 2007 in Seattle, WA

- Develop and deliver curriculum for county-wide New Employee Orientation programs
- Work with project team to develop and teach training curriculum for Ron Sims' award-winning Healthy Incentives program
- Serve on departmental Senior Management Team, responsible for departmental strategic planning, and for establishment and maintenance of management policies and procedures

King County, Office of Management & Budget Project/Program Manager II

December 2002 - June 2005 in Seattle, WA

Co-develop and implement project plan for claims administration of the Roberts/Duncan Settlement Agreement (\$24 Million)

King County, Office of Management & Budget Program Analyst II

July 2001 - June 2002 in Seattle, WA

Coordinate Claims Administration and data review procedures for the Clark Class Action Settlement (\$8 Million)

Open Door Theatre

Performer & Youth Educator, Team Leader & Road Manager

August 2002 - May 2004 in King, Pierce, Kitsap and Snohomish Counties, WA

- Travel to area schools (K-12) to perform 3 age-specific plays on child sexual abuse and violence prevention
- Lead group workshops with children, including story and improvisational participation formats
- Accept disclosures of sexual and/or other abuse from participating children; document any disclosures (in the child's words) and any follow-up that occurred for future reference in court
- Direct children to appropriate in-school resources for any necessary follow-up and/or reporting

Professional Acting work & performance studies - Multiple Theatres and Voiceover Studios

September 1999 - June 2008 in King (Seattle), Pierce and Snohomish Counties, WA

Group Health Cooperative of Puget Sound Manager, Admin Support Services

March 1997 - July 1999 in Seattle & Bellevue, WA

- Manage daily operations of three Regional Hospital Administration offices at Central and Eastside Hospitals
- Supervision and performance evaluation, administrative staff of 20
- Oversight of North Region/Group Health Permanente Medical Staff personnel projects

ADDITIONAL EXPERIENCE

EDC Team Jefferson

Jefferson County
ADO/Economic Development Council, member and Vice Chair, 2010-2022

OPEPO Parent Association

2013-2021: Board President;
Vision Cmte Chair

Port Townsend Little League

2019-2022: Board Member

PT School of the Arts

2014-2016 Founding Board Member and Treasurer

PT Main Street Program

2008-2014 Board Member;
2011-2014 Board President;
2013-2015 Economics Cmte Chair

Jefferson County Chamber of Commerce - Young Professionals Network

2011-2016 Founding Member

Key City Public Theatre

Performer/Director 2007 - present; Board Member 2010-2011

The Community Theatre

Founding member/performer; Board Member 2006-2008

Sight Nine Theatre Company

Founding member/performer; Board Member 2004-2007

- Lead staff meetings and develop staff training programs
- Develop and maintain yearly Operations and Labor budgets
- Act as primary LAN administration contact; supervise all major personnel, space and equipment moves
- Develop and update office systems and procedures

Group Health Cooperative of Puget Sound

Manager and Coordinator, Medical Staff Personnel

September 1996 – March 1997 in Seattle, WA

- Manage operations of Regional Admin office at Central Hospital; supervision of office support staff of 8
- Provide personnel coordination and management for employed and contracted providers of Central Region Medical Staff, including credentialing, clinical privileging, and annual performance evaluations
- Provide primary staff support to Central Region Executive Committee, Provider Review Subcommittee, and Regional Review Committee, including coordination of Central Region Medical Staff leadership elections
- Develop and lead continuing education programs for Medical Staff on credentialing and privileging
- Coordinate Medical Staff records review for annual JCAHO audit
- Collect and analyze data for special projects; synthesize and present results; interpret policy

Group Health Cooperative of Puget Sound

Program Asst. II, Central Region Admin./Medical Staff Office

June 1995 - September 1996 in Seattle, WA

- Administrative support for Regional Chief of Staff and Director of Delivery System Support (maintain calendars, create presentation materials, coordinate special projects)
- Maintain Central Region Medical Staff database using Paradox and Microsoft Access
- Plan and coordinate Medical Staff special events
- Agenda development and general support for Central Region All Chiefs and Managers, Medical Staff Business, Specialty Chiefs, and Primary Care Leadership Team meetings

Interim Healthcare, Inc., Home Healthcare Agency

Client Services Manager

November 1994 - June 1995 in Logan, UT

- Market Interim's services to local community, physicians, care facilities, hospitals, social service organizations, and insurance providers
- Develop and implement caregiver performance evaluation processes
- Supervise office and patient care field staff
- Assist Regional Administrator with company-wide marketing projects/presentations
- Approve satellite office expenditures; process monthly budget reports

Mission Medical, Inc., Durable Medical Equipment company

Supervisor of Patient Care Services

September 1992 - June 1994 in Seattle, WA

- Supervise, schedule and dispatch Patient Care Specialists for equipment set-up
- Conduct follow-up programs with patients
- Maintain weekly contact with providers to ensure patient compliance with prescribed rehab schedules
- Coordinate initial JCAHO accreditation process for the company

EDUCATION

Freehold Studio Theatre Lab: Seattle, WA — *Conservatory acting & movement training* 1999 - 2002

Ecoforestry Institute: Glendale, OR — *Ecoforestry Certification Training Program* 1993 - 1994

University of Washington: Seattle, WA — *graduated with B.A. in Spanish Language & Literature* 1990 - 1993

California Body Health Centers: San Diego, CA – *Licensed Massage Technician Training* 1989 - 1990

Western Washington University: Bellingham, WA — *Undergraduate Studies* 1988 - 1989