

POSITION DESCRIPTION

Position: Human Resources Director

Program: Administration

Status: Exempt

Reports to: President, CEO

Date Prepared: 03/2016

POSITION SUMMARY:

The Human Resources Director is responsible for assisting the Chief Executive Officer in all labor and benefits related matters, and in the general management of the agency. The HR Director also directly interacts with the Personnel and Benefits Committees (and other Committees as needed) of the Corporate Board and is a member of the senior management team. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards. The HR Director coordinates program requirements with other operational areas and has overall responsibility for directing management in meeting the requirements of State and Federal law as it applies to employment.

OBJECTIVES/ACTIVITIES:

- A. Maintain all personnel and benefits policies in up-to-date and accurate format in compliance with State and Federal regulations.
1. Develop, implement and monitor all approved agency personnel policies and procedures.
 2. Maintain compliance with all state and federal laws on employment practices.
 3. Assist Program Directors in the development of employee performance goals that are in line with organization's mission and program's goals.
 4. Conduct compensation/benefits benchmarking and develop salary guidelines in line with industry standards.
 5. Develop job classifications and job descriptions including clear goals and objectives.
 6. Develop and maintain annual employee performance evaluation system.
 7. Coordinate the purchase of employee insurance benefits and administer the annual enrollment.
 8. Serve as the retirement plan administrator and coordinate the changes and implementation of retirement system.
 9. Input all employee data and monitor salary, benefit, and position changes for all employees.
 10. Coordinate all HR training including sexual harassment, assault responsiveness, cultural sensitivity, and safety training (SB 198).
 11. Coordinate professional development training opportunities.
 12. Coordinate compliance with all EEOC, ADA, COBRA and HIPPA requirements.
 13. Coordinate hiring process including recruitment, new hire documentation and criminal background clearance, orientation, and training.
 14. Provide technical assistance to Program Directors to resolve personnel issues.

15. Coordinate employment termination process including employee notifications, COBRA requirements, exit interviewing, and proper documentation.
 16. Serve as representative for all legal interactions as they relate to labor and benefits related issues.
 17. Coordinate and process all workers' compensation claims.
 18. Maintain employee handbook and update annually or as needed.
 19. Organize all annual employee events, including annual service awards.
- B. Responsible for monitoring of the Human Resources Generalist and HR Assistant workloads to achieve established objectives of the department.
1. Respond to personnel complaints and provides technical expertise to handle exceptions to standard policy.
 2. Identify resources necessary to attain performance standards.
 3. Assist with the development of staffing schedules in order to accomplish program objectives.
 4. Maintain ongoing employee contact to assure that employee performance is in line with client needs. This includes regular communication with employees, service providers and external county/state/city program representatives.
 5. Direct available resources as needed.
 6. Assist with daily workloads, if necessary.
- C. Oversee training, development and motivation of staff.
1. Interview and hire qualified employees.
 2. Establish goals and objectives for staff and evaluate achievements of established goals.
 3. Assist in department orientation and training for new employees to assure quality work, taking corrective action as necessary.
 4. Identify appropriate ongoing training for existing staff.
 5. Conduct ongoing performance reviews and recommend salary adjustments for staff.
 6. Provide progressive disciplinary action for employee performance improvement when necessary.
 7. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for all personnel.
- D. Responsible for self-development
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend all mandatory training as assigned.
 3. Schedule and attend all Program Director meetings.

- E. Responsible for the dissemination of information to staff and senior management on new developments and the status of activities as it applies to the overall company operations.
1. Inform senior management of the status of potential workflow problems, allowing senior management to assist with workflow needs to meet program objectives and project future staffing needs.
 2. Communicate new and established procedures and company policies to the staff and insure proper implementation.
 3. Serve as part of the organization management team by providing information and support for the development of quality operations.
 4. Maintain a professional working relationships with all employees.

EQUIVALENT EDUCATION AND EXPERIENCE:

A Bachelors Degree in Human Resources, business, or related field with five years of exempt-level experience in human resources is required. Must have strong organizational and communication skills, with employment law knowledge, employee benefits, payroll, staff supervision, and salary knowledge. The person must be able to manage a computerized payroll and benefits information system. Ideal candidate must have a strong desire to work for an organization dealing with issues unique to homelessness, substance abuse, young adults, seniors, and persons with disabilities. A valid California Driver License and clean driving record is required.

SPECIFIC SKILLS REQUIRED:

Leadership skills
Excellent oral and written communication skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills

PHYSICAL REQUIREMENTS

Lift and move up to 10 pounds
Stand, walk and sit frequently
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with direction from the President/Chief Executive Officer, and guidance from the Chief Operations Officer, Chief Development Officer, and Chief Financial Officer. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

Plans, directs and coordinates work. Responsible for training, auditing, conducting performance appraisals and providing feedback and disciplinary actions. Salary recommendations, hiring, and terminations are subject to review by Chief Executive Director.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The HR Director is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible. The HR Director has authority to approve or deny exceptions within the approved policies and procedures as they apply to Volunteers of America. Responsible for actively participating in the development and adherence to program budgets.

NUMBER OF EMPLOYEES

- 1 Human Resources Generalist
- 1 Human Resources Assistant

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____