



## **POSITION DESCRIPTION**

### **HUMAN RESOURCES DIRECTOR – WILLOWS**

**Reports to:** Chief Executive Officer

**Supervises:** All Human Resource Staff

**Position Summary:** Under the direction and guidance of the Chief Executive Officer (CEO), the Human Resources Director (HRD) serves as collaborator and advisor to various Management Teams on topics related to workforce development, establishing of performance metrics, goal setting and monitoring quality data metrics with the needs of the organization. This position leads the HR team to address a wide variety of HR issues and takes the lead in providing governance and accountability for all HR-related matters that affect the success of NVIH. This includes assisting in the development of performance standards or measures that meet both the short and long-term HR strategies of the organization. This position would define job classifications and assist in determining salary grades and pay across the organization. Reviews all outgoing HR organizational communications with a focus on maintaining a positive experience and is seen as a role model of customer service in the organization. Also conducts ongoing analysis of personnel data and makes recommendations to identify organizational HR-related strengths and weaknesses such as recruitment, retention, etc. and makes recommendations for improvement to the Management Team.

This position will be required to provide expert HR/OD (Organizational Development) consulting to senior management. Assist with developing implementation plans and the resource deployment to execute HR organizational-wide initiatives. Scope of services includes use of data to drive recommendations of strategic importance to senior management on people-related issues such as talent development, strategic workforce planning, and organization design;. Pplan and execute organization change and oversee HR projects, progress evaluation, benchmarking, tracking, metrics and data reporting, and working with senior level sponsors and stakeholders on strategically important HR initiatives.

The ideal candidate for this position deeply understands the value of people –and how to make people feel valued – in a mission-driven organization. S/he has expertise in Human Resources, a strong track record of effective people management and team leadership, employee relations management, and impeccable judgment.

#### **Responsibilities/Essential Functions:**

1. Provides leadership, supervision and direction to HR staff.
2. Ensures compliance with Agency Policies and Procedures, HR practices and protocols and all applicable federal, state and local employment laws and regulations.
3. Ensures hiring is in accordance with the stipulated Indian Preference Federal Laws (Indian Reorganization Act of 1934)
4. Provides oversight of selecting benefit Plan Documents with Third Party Administrator including Health, Dental, 401(k) retirement plan, etc. Ensures that any required compliance reporting to the federal and state laws is completed by their deadlines. Recommend benefits package, negotiate contracts with carriers and vendors, and ensure productive relationship with benefit brokers.
5. Manage the HR team for outstanding results.
6. Ensures harassment claims are properly investigated and processes any disciplinary actions, if applicable.

7. Makes recommendation for organizational-wide trainings. Evaluates cost and return on its investment and determines appropriate training. Implements training and staff development strategies.
8. Utilizes all relevant organizational-wide data and that analyzes employee data points and reports out on staffing issues such as training needs, turnover and retention metrics, exit/stay interview feedback, benefit usage, employee satisfaction/dissatisfaction, etc. Prepares formal reports on such items for management and periodically updates the Board of Directors on HR-related projects.
9. Maintain effective working relationships with co-workers, clients, and community stakeholders, and make every attempt to resolve any difficulties in a timely fashion.
10. Works with the Executive Team for presenting a compensation program including the budget process for salaries and benefits. Assists the CEO/CFO in HR budget preparation.
11. Oversees the employee performance processes as well as performance improvement and disciplinary processes, including the use of performance evaluation systems keeping it simple, productive and easy to use.
12. Oversees the development and revisions to position descriptions that accurately portray duties and responsibilities, complies with all legal requirements and NVIH policies and incorporates all relevant qualifications. Collaborates with department heads, managers, and coordinators, as appropriate, to ensure job descriptions are updated.
13. Coordinate and implement the administration of orientation/onboarding programs for employees. Ensures all departmental stakeholders and clinics are aligned and coordinated with organizational and department specific onboarding processes.
14. Helps coordinate the legal guidance to address HR issues needing legal support. Represents the agency to deal with unemployment claims.
15. Anticipate and resolve litigation risks.
16. Acts in the capacity of internal consultant, interpreting personnel policies and procedures in an equitable and consistent manner for staff, management. Provides guidance, direction, and training, as applicable, and makes recommendations for effective management of employee relations matters.
17. Meets regularly with other Executive and Expanded Management Team members to assist in developing policies, solve existing and anticipated organizational problems, and provide guidance on developing/maintaining a strategic plan for the controlled growth, expansion, and/or development of personnel programs for NVIH.
18. Oversees that there is a robust recruitment program in place, including job posting, applicant screening and interviewing, reference checking, salary negotiation, employment offers, new-hire orientations and completion of all necessary new-hire paperwork.
19. Assesses employee compensation, including analyzing pay equity issues, conducting salary surveys, formulating salary range proposals, and developing and implementing incentive plans.
20. Ensures appropriate, accurate, and timely documentation is provided to Payroll for employee actions and deduction amounts to prevent delays in payment and disruption of benefits.
21. Works closely with Payroll to ensure ongoing continuous improvement in HR and Payroll procedures.
22. Maintains appropriate contact with Managers and staff regarding employees going out on-leave and coordinates all aspects of employees returning to work.
23. Develops the volunteer program with a focus to develop Native American manpower.

24. Other duties as assigned.

**Job Requirements/Qualification & Experience:**

1. Bachelor's degree in management, human resources, or related field, or equivalent, required.
2. Masters in related field, or equivalent, preferred.
3. Candidates must have knowledge of human resource development and labor relations, the ability to develop and implement policies and procedures, excellent verbal and written communication skills, ability to work collaboratively with others, strong decision-making and organizational skills, attention to detail, and the ability to meet deadlines and maintain confidentiality.
4. Minimum of three plus years of management experience in Personnel Management and Labor Relations, preferably in a mid to large size nonprofit and health care organization. Must be familiar with relevant legislation, laws, regulations, precedents and protocol of personnel and employment business, hiring practice, and labor relations.
5. Indian Preference. Preference in filling vacancies will be given to qualified Indian applicants in accordance with Indian Preference Act (Title 25, U.S. Code Section 472 & 473). In other than the above, Northern Valley Indian Health, Inc., is an Equal Opportunity and At Will Employer.
6. Working knowledge of Microsoft Office such as MS Word, MS Excel.
7. Valid California driver's license.

**Preferred Qualifications:**

- Work experience in a Native American health setting.
- Professional Human Resources Management Certification
- Previous experience working with software related to human resource information system.

**General Skills Required:**

- Approachability, strong listening skills, and the ability to diffuse high-tension situations
- Knowledge of HR compliance.
- Managerial courage to speak directly, hold teammates accountable and stand by unpopular decisions when needed
- Ability to self-direct and prioritize among competing goals and exhibit flexibility in a fast-paced environment
- Superior interpersonal skills. Able to work well with all levels of diverse work force and demonstrate sensitivity to needs of culturally diverse patient and employee population.
- Excellent emotional coping skills, adequate to confront difficult emotional situations and emotional responses of others.
- Skilled at analyzing, interpreting, and using data to collaborate, identify best practices and areas for improvement that drive results.
- Must have respect for confidentiality, possess good judgment and have a professional appearance and attitude.
- Ability to relate to diverse communities.

- Ability and willingness to travel to NVIH’s clinic sites and attend other outside meetings as needed.
- Availability to work flexible hours, as required.

**All NVIH employees are expected to:**

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the NVIH’s policies and procedures as they may from time to time be updated.

**Physical Demands:** 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.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus.

Employment with Northern Valley Indian Health is voluntarily entered into. All NVIH personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at anytime by the employee or by NVIH. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms.

**FLSA STATUS:** Exempt

**SALARY RANGE:** Negotiable

**DATE OF LAST REVIEW / REVISION:** 11/2018

**ASSIGNED SITE:** Willows