

JOB DESCRIPTION

Position Title: Director of People & Culture
Employment Classification: Full-time / Non-exempt
Reports to: Executive Director
Pay Range: \$80,000 to \$84,000 (annualized)

GENERAL ROLE DESCRIPTION

The Director of People & Culture (DoPC) is responsible for leading all aspects of Human Resources including recruiting/retention, benefits, hiring/onboarding, performance management, compliance, training and development, and all other HR strategy and operations. Reporting to the Executive Director, the DoPC is a member of the Executive Leadership Team (ELT) and will be involved in a wide range of strategic planning and internal initiatives, including the creation and implementation of organizational strategies, staffing plans, policies, and practices. The DoPC will also serve as primary liaison to the Board of Directors Personnel Committee. This position will be responsible for the overall administration, coordination, and operation of HR functions that support the success of the organization and its strategic objectives.

RESPONSIBILITIES

Recruitment, Hiring, Onboarding, Offboarding, Succession Planning

- Develop strategies to identify talent; establish and conduct recruitment and hiring process for all employees from collaborating with managers on crafting job descriptions through extending job offers
- Manage and conduct general organizational onboarding and orientation for new employees; in collaboration with the Leadership Team (LT), develop and standardize onboarding expectations, schedules, protocols, and procedures across organization
- Manage and conduct offboarding of staff, including exit interviews; analyze data and make recommendations to the ELT for corrective action and continuous improvement
- In collaboration with ELT, maintain and update a leadership succession plan for the group, and proactively identify new leaders

Professional Development/Performance Management

- Assess organizational needs; identify and support opportunities for management and employee professional development and growth; work with LT to identify personnel challenges or talent gaps and collaborate to develop solutions to address them
- Oversee performance management activities including ongoing feedback, documentation of performance issues, annual performance evaluations, and performance improvement plans; collaborate with the ELT to develop and implement new performance management approaches and systems; maintain knowledge of industry trends and best practices in workplace development and change management



- Provide performance management guidance to supervisors, and support them in carrying out their responsibilities on personnel matters (supervision/coaching, mentoring professional development, and disciplinary actions); provide supervisors and staff members with coaching and resources to help resolve and prevent interpersonal and team conflicts and adapt to different leadership styles
- Identify and coordinate ongoing training for staff members, including annual trainings (e.g. workplace safety, sexual harassment), skills-based training, diversity and inclusion trainings, and other trainings as needed; in consultation with LT, design and implement a management training program for supervisory staff
- In collaboration with ELT, identify departmental training needs, and assist directors with finding appropriate training resources; ensure that training is being offered to all employees across all programs; monitor and evaluate success of training programs, following up to ensure training objectives are met

Regulatory/Compliance

- Guide management and employee actions by researching, developing, writing, and updating policies, procedures, methods, and guidelines following all applicable laws and regulations
- Provide leadership and direction to ensure compliance with all local, state, and federal employment-related laws and regulations; advise management on necessary actions in alignment with current employment law requirements; provide guidance and training to staff as required
- Maintain in-depth knowledge of changing employment regulations and implement policies, procedures and systems by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations/committees, to ensure regulatory compliance and reduce the organization's legal risks

Culture/Employee Relations

- Exhibit understanding, sensitivity and responsiveness to cultural differences present in the agency's service and employee population; oversee the creation and implementation of programs that build momentum for diversity, equity, and inclusion
- Serve as HR contact for all employees; proactively engage employees to improve working relationships, build morale, and increase productivity and retention; communicate openly and frequently, keeping staff informed on benefit resources, organizational events and other pertinent information
- Provide leadership and partnership with management and employees to develop, communicate and administer human resource policies and procedures that will maintain and improve employee relations and shape organizational culture
- Manage and resolve complex employee relations issues; where applicable, conducts effective, thorough and objective investigations
- Assess and advance employee engagement and satisfaction
- Oversee employee events and appreciation activities such as the annual retreat, group activities, tracking anniversaries, birthdays, and other milestones

Compensation

- Develop and administer a consistent and progressive compensation program including salary surveys and market research to ensure Resilience is competitive within its market

Benefits Management/Payroll

- Monitor budgets for recruiting, training/staff development, and benefits programs
- Manage all HR administration, including the organization's benefits programs, and provide payroll support to the Finance department; manage relationship with benefit brokers, coordinate annual Open Enrollment, and addresses employee benefits questions; propose additional benefit options pertinent to the organization's workforce

HRIS/Technology

- Maintain and maximize implementation of human resources information systems (HRIS); track and apply relevant organizational/human resources metrics; contribute information, analysis, and recommendations to strategic thinking and direction; advance use of technology in HR functions and activities to support programmatic and fiscal needs

Strategy

- Collaborate with ELT to assess staffing requirements for grants and contracts
- Maintain knowledge of industry trends and best practices in workforce development and change management
- Review and make recommendations to ELT for improvement of the organization's policies, procedures, and practices in workforce management; propose strategies for organizational development and effective talent management
- Forecast current and future talent needs; gain an in-depth understanding of agency priorities and translates that into workforce planning for the group; provide input on departments restructures, workforce planning and succession planning

QUALIFICATIONS

- Bachelor's degree in Human Resources, Business Administration or a related field required; advanced degree in human resources, business, public administration, or related field highly desirable; SHRM-SCP, PHR, or SPHR certification a plus
- Minimum 5 years of HR generalist experience, with extensive exposure to benefit administration, employee relations, performance management, recruitment, HRIS (ideally Zenefits and Paychex/Stratustime), and training and development
- Demonstrated leadership skills, with a minimum of two years of supervisory/personnel management experience; experience consulting and educating senior management on HR-related topics
- Familiarity with strategic planning, including compensation practices, data analysis, organizational diagnosis and development; deep understanding of current HR trends in compensation, benefits, and performance evaluation frameworks



- Working knowledge of Chicago, Illinois and federal laws and regulations affecting employer practices and compliance requirements; specific knowledge of requirements for 501(c)(3) organizations preferred
- Experience in revising or developing new HR policies and procedures to meet changing organizational needs, and to support the desired organizational culture
- Resourceful and able to find creative solutions, thinking beyond current systems and approaches, while recognizing the impact of decisions and actions on the entire organization
- Understanding of best practices and experience in building inclusive and engaged workplaces; cultural awareness and sensitivity with lens on racial and gender equity; experience supporting a multi-generation workforce
- Ability to deal with conflict effectively, and to manage difficult situations confidently and calmly; demonstrated ability to coach and counsel both executive-level management and employees; willingness to make decisions
- Excellent interpersonal and communication skills; able to partner effectively with a variety of internal and external stakeholders, including expectation setting; able to influence through listening, writing, and presenting
- Strong project management skills; ability to effectively plan, implement and manage HR programs and functions; ability to implement, explain, and apply relevant policies, procedures, laws, and regulations
- Desire to be part of a hardworking, collaborative, fun, and values-driven team
- An understanding of and commitment to Resilience's mission and guiding principles a must; understanding of and/or experience working with sexual assault, women's issues, and human rights issues preferred
- Completion of minimum 40-hours of sexual assault training within 90 days of hire is required