

**JOB DESCRIPTION**

**Position:** Director of Human Resources

**Reports To:** President / CEO

**Purpose of Position**: Provides overall Human Resources leadership to ensure the organization’s goals are achieved by developing and implementing human resources policies, procedures, and initiatives including talent management, compensation and benefits, employee relations, change management, performance, training and development. Serves on the Leadership Team to ensure the organization maximizes the strengths and capacity of our human resources development and a culture consistent with the vision, mission and values of Crossroads RI.

**Duties and Responsibilities:**

**Recruitment and Onboarding**

* Advocates for the mission of the organization and promotes the vision and direction of the agency’s values.
* In conjunction with hiring managers, directs and performs recruitment and selection by ensuring effective planning, sourcing, assessment and interview techniques and tools to hire and place well-qualified candidates on a timely basis.
* Designs, directs and implements the on-boarding program.

**Compliance and Employee Relations**

* Works collaboratively across the organization, advocating for the mission of Crossroads and its employees. Models and encourages others to adopt the agency’s values.
* Maintains, develops, implements and communicates the agency’s HR policies and procedures ensuring federal, state and industry-specific regulatory compliance to minimize organizational risk. Remains current on HR trends and legislation. Ensures supervisors and managers are trained in HR practices and policies.
* Handles employee relations issues and leads investigations; advises managers, serves as internal coach and consultant ensuring fair and equitable treatment of employees; guides managers on formal corrective action procedures while minimizing agency liability.
* Directs the administration of compensation, recognition and benefit programs. Ensures that the total rewards program enables Crossroads to attract and retain qualified staff.
* Assumes a leadership role in the organization’s safety, health and wellness programs.
* Provides direction and makes recommendations to senior management regarding the interpretation of employment law, general HR policies and organizational effectiveness.

**Human Resource Development**

* Partners with senior management to align human resources development programs with strategic business objectives; recommends and evaluates staff development opportunities; identifies and implements employee training and development programs.
* Plays an active role in supporting the effective management of change within the organization.
* Monitors employee morale, keeping management informed of opportunities for positive recognition as well as key challenges.
* Serves as internal coach and consultant to supervisors and managers in handling a variety of human resource initiatives.

**Human Resources Administration**

* Takes overall responsibility for the service delivery of the HR department.
* Coaches, mentors and supervises HR staff, providing appropriate opportunities to develop skills and knowledge.
* Ensures the integrity of HRIS systems, employee database information and all relevant employee records. Performs HR administrative duties, analyzes data and provides pertinent reports and HR metrics for management.
* Manages the HR budget; authorizes payments according to guidelines.

**Experience and Education**:

* Minimum of 6-8 years HR generalist/specialist functions. Management experience preferred.
* Specific experience in Staffing, Employee Relations and HR development required.
* BA/BS in human resources, organizational development, or related field required.
* Experience working in a non-profit or human services organization preferred.
* Excellent knowledge of HR practices, principles and all applicable employment, wage and hour, benefit, health and safety laws and regulations.
* Knowledge of workers compensation regulations.
* On-going and current HR professional development. HR certification preferred.

**Knowledge, Skills and Abilities**

* Values-driven emphasizing safety, respect, effectiveness and fun.
* Significant experience as a HR practitioner dealing with the full scope of human resource matters.
* Excellent interpersonal and communication skills, verbal, written and listening– ability to communicate clearly and promptly in all mediums with all levels of staff, with diverse populations and personalities.
* A consultative approach. Has strong influencing skills, able to resolve conflict; listens carefully and respects the views of others
* Excellent organization and time management skills, with the ability to quickly assess situations and reprioritize work and schedules accordingly.
* Discretion, confidentiality, compassion and empathy.
* Strong computer skills in Microsoft Word and Excel. Proficiency in an HRIS system a plus.

**Physical Demands and Work Environment:** The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* + *Physical demands*: Will spend long hours sitting and using office equipment and computers; lifting up to 20 pounds; speaking; listening; reaching; carrying; must spend long hours on the computer entering information which requires attention to detail and high levels of accuracy. There are a number of deadlines associated with this position.
  + *Work environment:* A busy office area; the incumbent is faced with constant interruptions and must meet with others on a regular basis, and deal with a wide variety of people on various issues. Occasional local travel.