

Original Creation Date: 3/28/2024
Revised/Reviewed Date: 3/28/2024

JOB DESCRIPTION

Job Title: Chief Human Resources Officer	Department: Human Resources	Reports to: Executive Director	Classification Salaried; Exempt	Salary Range: 14E
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Schedule:

Can vary depending on the needs of the Agency. Normally works Monday-Friday 8:00 AM – 4:00 PM.

1.0 Job Summary

The Chief Human Resources Officer (CHRO) is responsible for developing and executing human resource strategy in support of the overall business plan and strategic direction of the organization, specifically in the areas of succession planning, talent management, change management, organizational and performance management, training and development, and compensation. The CHRO provides strategic leadership by articulating HR needs and plans to the senior leadership team and the board of directors.

2.0 Core Values

INNOVATION – Evolving through continuous discovery to create impactful improvements.

DIGNITY – Recognizing and advocating for the value of all.

EQUITY – Promoting inclusion by celebrating uniqueness.

ACCOUNTABILITY – Taking responsibility for actions, behaviors, and performance.

LEADERSHIP – Influencing and supporting others to be their best selves.

3.0 Essential Duties

3.1 Conducts self professionally with truth, accuracy, fairness, and responsibility.

3.2 Upholds the Core Values and Code of Conduct of the organization and commits to these standards in daily practice.

3.3 Participates in the development and execution of strategic plans.

3.4 Provides leadership and strategic vision to the organization through partnership with the Senior Leadership Team, the Administrative Team, and the Board of Directors.

3.5 Serves as an active, contributing member of the Senior Leadership Team and the Administrative Team.

3.6 Represents The Organization in community settings.

3.7 Participates in professional activities at the local and state level.

3.8 Commits to annual professional and skills development opportunities.

3.9 Proactively manages available resources, including employees, time, funds, and equipment to achieve the goals of the organization.

3.10 Meets the expectations of people supported and served, customers, and agency leadership while also meeting budget and financial expectations.

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- 3.11** Ensures quality standards and compliance requirements are met by maintaining accountability, managing resources, and meeting expectations of federal, state, and local regulations; industry quality standards; and internal key performance indicators.
- 3.12** Oversees employee recruitment, selection, orientation, and retention activities and ensures compliance with the rules and regulations applicable to employment and payroll.
- 3.13** Administers compensation, benefits, wellness, and employee relations programs.
- 3.14** Oversees employee safety programs and workers' compensation program.
- 3.15** Oversees the audits of individuals supported and served for both quality and timekeeping to maintain compliance with FLSA and Wage and Hour rules and regulations.
- 3.16** Provides consultation and support to management and line staff on personnel issues, policy clarification, disciplinary action, and compliance with local, state, and federal labor laws.
- 3.17** Creates professional development programs for leadership team to result in effective management of human resources.
- 3.18** Directs the employee in-service training programs and staff development process.
- 3.19** Manages and provides leadership to Human Resources staff.
- 3.20** Reviews and recommends revisions of personnel and safety policies.
- 3.21** Measures the effectiveness of human resource programs and activities.
- 3.22** Directs the activities of the Safety Committee.
- 3.23** Oversees the security and maintenance of personnel files to ensure compliance with state and federal record keeping requirements.
- 3.24** Investigates and responds to complaints or concerns expressed by employees, customers, individuals supported and served, donors, etc., regarding violations of laws, regulations, policies, procedures, or the Code of Ethics.
- 3.25** Guides all leadership personnel in the consistent implementation of policies and procedures.
- 3.26** Develops annual budgets for Human Resources and manages operations to meet financial expectations; adjusting operating activities when necessary to meet changes in funding.
- 3.27** Monitors and evaluates the external environment for trends in pay, benefits, staff development, recruitment, changes in federal and state labor laws and regulations.
- 3.28** Proactively advocates and makes recommendations so that we successfully meets its mission and goals.
- 3.29** Acts as the Board Liaison in all matters related to Human Resources.
- 3.30** Manages Agency compliance with The 14c Certificate under the Fair Labor Standards Act.
- 3.31** Serves as the HIPAA Officer.
- 3.32** Serves as the EEOC Compliance Officer.
- 3.33** Serves as the Corporate Compliance Officer.

4.0 Required Skills and Abilities

- 4.1** Strong interpersonal, human relations, problem solving, and written and verbal communication skills are required.
- 4.2** Ability to maintain good relationships in the community including public and private sectors and non-profit organizations.
- 4.3** Ability to read, analyze, and interpret Human Resources literature and other professional journals.
- 4.4** Ability to write reports, business correspondence, and procedure manuals.

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- 4.5 Ability to effectively present information and respond to questions from management, families, and individuals served, caregivers, employees, other service providers and the public.
- 4.6 Good computer, oral, and written communication skills.
- 4.7 Ability to develop effective working relationships with internal and external contacts.
- 4.8 Ability to perform with minimum of supervision. Uses correct judgment, initiative, and flexibility to meet job requirements.
- 4.9 Ability to maintain a positive relationship with individuals served, community organizations, family members, co-workers, and other support service providers.

5.0 Working Conditions

- 5.1 Will be required to visit AmeriQual and MetroNet sites and be exposed to extreme temperatures of heat or cold.
- 5.2 Works in a clean, well lit, temperature-controlled office.

6.0 Physical Requirements

- 6.1 Requires the ability to hear, see, talk, read, and write on a constant basis.
- 6.2 Frequent keyboarding on computer.
- 6.3 Constant sitting within the office area.
- 6.4 Routine walking.
- 6.5 Infrequent bending.
- 6.6 Regularly required to use hands to finger, handle, or feel; reach with hands/arms.

7.0 Preferred Minimum Qualifications (The following statements represent the minimum experience and training standards which will be used to screen applicants, provided that equivalent substitutions will be permitted in case of deficiencies in either experience or education.)

- 7.1 Bachelor's degree in Human Resources Management, Business Administration, or a related field required. Master's degree preferred.
- 7.2 Master's degree preferred.
- 7.3 Certification in Human Resources (PHR or SPHR) preferred, but not required.
- 7.4 A minimum of ten years of progressively related administrative human resources experience.
- 7.5 Demonstrates an understanding of human resources and talent management principles and trends.
- 7.6 Solid working knowledge of employee recruitment, selection, orientation, and retention activities and as well as comprehensive knowledge of federal and state rules and regulations to ensure compliance with the laws applicable to employment and payroll, and with State and Federal record keeping requirements including I-9s, Workers' Compensation, Safety, EEOC, and HIPAA.
- 7.7 Completes training as required by agency and funding sources.
- 7.8 Completion of First Aid and CPR training upon hire.
- 7.9 Completion of crisis intervention MANDT training upon hire.
- 7.10 Must pass a Department of Motor Vehicles background check and hold a valid driver's license.
- 7.11 Must have and maintain an acceptable driving record, i.e., less than 3 moving violations within 3 years.
- 7.12 Must have and maintain automobile insurance coverage as required by insurance carrier or policy.

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8.0 Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time with or without notice.

Equal Opportunity employer. We consider all qualified applicants without regard to race, religion, color, sex, national origin, age, sexual orientation, gender identity, disability, or any other legally protected status.

Employee

Date

Supervisor

Date