

## **Program: Administration**

### **TITLE: Human Resources Manager**

#### Primary Function/Purpose

Under the direction of the Vice President/Administration, the Human Resources Manager is responsible for overseeing the personnel management and attendant administration functions for The Children's Shelter. These duties may include conducting recruitment and selection processes; employment and career counseling; employee training and development; analyzing issues and data for the purpose of resolving classification, compensation, performance and organizational assessment issues; facilitating the resolution of internal and external human relations issues and employee grievances; conducting investigations into allegations of discrimination or harassment; employee disciplinary matters; and making recommendations based on findings; administering worker's compensation and/or employee benefits programs, approving employee transactions for payroll processing and providing policy guidance and information to management and employees.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Administers personnel policies and organizes and conducts staff meetings(s).
- Develops methods to improve employment policies, processes and practices, and recommends changes to management.
- Assists agency CEO or other management staff with research and maintenance of employee benefit options and oversees employee benefit program for the agency consisting of health insurance, life insurance, retirement, workers compensation, earning of vacation and sick time, and other employee benefits.
- Maintains employee income comparability status and conducts wage surveys within the geographic service area to determine wage structure/rates, and recommend adjustments to minimum wage rates of the agency
- Coordinates agency efforts to ensure compliance with the Americans with Disabilities Act and maintains current knowledge of applicable state and federal legislation regarding; merit system regulations, Equal Employment Opportunity, Family and Medical Leave Act, wage and hour laws and Occupational and Safety Health Act. Develops or arranges for a training program for employees regarding the various state federal requirements. Serves as the resource person to management and employees regarding issues related to the federal and state legislation.
- Maintains agency employee performance evaluation program based on appropriate regulations. Trains staff in the process of employee performance evaluation. May answer questions from employees regarding performance evaluation.
- May administer an agency training program by conducting a needs assessment of employees, assist managers in developing or arranging for training programs.
- Assists in investigation of accidents and incidents and prepares reports for insurance carrier and agency.

- Administers an agency grievance and disciplinary process. Confers with supervisory staff and employees regarding grievance or disciplinary procedures. May participate in the grievance procedure or disciplinary process on behalf of the CEO.
- Conducts studies regarding staffing levels, manpower needs of the agency, absenteeism, job analysis, and makes recommendations to the CEO or appropriate program manager(s).
- Attends meetings at the local, regional, or state level and serve as a representative of the agency.
- Evaluates work loads, assesses and implements changes as necessary in order for the department to operate efficiently and in a cost effective manner. Confers and advises directors, coordinators and supervisory staff in organizational structure, staffing of personnel and necessary equipment to maintain daily operation.
- Provides counseling and assistance to employees on issues related to employment problems, immigration procedures, job classifications, compensation and career development.
- Prepares and issues manuals establishing personnel policies, and interprets such policies for managers, supervisors and employees.
- Advises and makes recommendations to CEO or management on organization and staffing problems. Confers with employees and employee groups and provides information on personnel policies and practices. Directs the processing and maintenance of all personnel records and reports.
- Serves as a resource person for staff. Motivates and mentors staff in providing quality and appropriate quantity of work in assigned area, as well as, utilizing resources efficiently. Models and promotes team building skills among assigned staff. Establishes and maintains a positive working environment.
- Participates in the selection, hiring and orientation processes of new employees. Makes decisions on personnel policy matters affecting assigned staff.
- Monitors performance and provides effective feedback of subordinate staff. Evaluates performance of assigned staff both informally and formally using established criteria and performance evaluation forms. Works with the assigned staff to plan and establish goals for the next evaluation period. Participates in disciplinary processes, as indicated.
- Demonstrates a commitment to a healthy and safe work environment.
  1. Follows established federal, state or local policies, procedures and programs relating to health and safety in the workplace.
  2. Takes steps to promptly correct hazardous conditions.
  3. Regularly participates in training and education in safety practices and procedures, such as annual OSHA training.

4. Responsible for their own safety and that of others entering their work area.

**SUPERVISION RECEIVED:** General direction, working from broad goals and policies only; incumbent participates heavily in setting work objectives.

**SUPERVISION EXERCISED:** May supervise staff as assigned.

**JOB SPECIFICATIONS:**

**Knowledge:**

- Knowledge of the overall operation of the department and how it influences and relates to the general public.
- Knowledge of basic management and public administration principles and practices.

**Skills:**

- High level of skill in effective verbal and written communication with moderate level of skill in public speaking.
- Moderate level of skill in conflict resolution.

**Abilities:**

- Ability to model agency values and to develop cooperative working relationships with agency staff and other service providers.
- Ability to compile agency information into appropriate reports, as indicated.
- Ability to implement and apply policies, standards, guidelines, regulations and set department goals.
- Ability to communicate with staff and the general public.
- Ability to create and foster new ideas.
- Ability to recognize potential problems and resolve quickly.
- Ability to read, analyze, and interpret complex documents (administrative regulation, federal legislation, court proceedings).
- Ability to make effective and persuasive presentations on controversial or complex topics to management and Board of Health.

