



Providence House, Inc.

Position Description

HUMAN RESOURCES MANAGER

Providence House Mission Statement

Providence House fights to end child abuse and neglect by protecting at-risk children, empowering families in crisis, and building safer communities for every child

Reports to: Reports to President and CEO

Major Functions: Responsible for Human Resources Management for employees and volunteers.

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| Personnel Lifecycle Management |
| <ul style="list-style-type: none"> ▪ Works with department managers on recruiting of exempt, non-exempt, and volunteer positions. This may include, but is not limited to, creating job descriptions, posting positions, screening resumes, coordinating and conducting interviews (with other staff as appropriate), preparing offer letters and new hire packages, conducting and interpreting reference and WebCheck background checks and responding to all position inquiries as appropriate. ▪ Schedule and conduct background checks with WebCheck system for staff, volunteers and community organizations with Administrative Assistant as back up. Responsible for vendor and billing contracts with external entities ▪ Creates all pre-employment paperwork as well as onboarding paperwork for all new hires, including but not limited to tax and benefit elections, access badge, email and benefits account set-up, and other related procedures for a new hire. Coordinates new hire schedule and conducts new hire orientation, which includes volunteers and staff. ▪ Works with CEO and department managers regarding promotions and compensation adjustments. Ensures that compensation and benefit changes are in alignment with approved fiscal budget. ▪ In the event of a termination or resignation, works with appropriate department manager to ensure that the terminated employee understands the basis of the termination or undertakes an exit interview with a resigning employee to understand the reason for leaving and gain insight into any organizational issues. Coordinates procedures for departing employees or volunteers to ensure deactivation of access badges, keys, email, network security, and other access points are secured. |
| Performance Management |
| <ul style="list-style-type: none"> ▪ Coordinates performance review processes for all personnel. Works with department managers to lead the process and timing of reviews. ▪ Supports managers in the event of performance issues of staff or volunteers by providing guidance with documentation protocols, meetings, and procedures in the disciplinary process, and ensures documentation is properly recorded and placed in personnel file. |
| Human Resources Management |
| <ul style="list-style-type: none"> ▪ Manages benefits administration, including annual review of plans and premium costs, other benefits alternatives, trends in the non-profit arena, vendor coordination, enrolling eligible employees in new or existing programs, and communicates benefits and any changes to personnel. Coordinates these activities with Director of Finance to ensure alignment with the approved fiscal budget and financial position of the organization. ▪ Processes and documents new hires, terminations, and benefit changes. Notifies vendors and updates personnel portal. Provides information on changes to Finance Director to reconcile vendor invoices. ▪ Processes bi-weekly payroll, verifies timesheet accuracy, tracks paid time off (PTO) and compensatory time off to ensure accurate record-keeping, proper employee notification, manager approval, and adherence to the policies. ▪ Responsible for overseeing payroll processing. This includes payroll changes, adding new hires, producing payroll reports and distributing the payroll upon receipt. ▪ Tracks paid time off (PTO) and compensatory time off to ensure accurate record-keeping, proper employee notification, manager approval, and adherence to the policies. ▪ Leads and coordinates all necessary documentation for worker's compensation or unemployment claims filings. |
| Policies and Procedures |
| <ul style="list-style-type: none"> ▪ Works with Compliance and Quality Manger Manager and appropriate staff to update employee manuals and policies, ensuring ODJFS licensing, CARF, and other state and federal employment requirements are met. ▪ Stays abreast of employment law and changes in applicable federal and state laws pertaining to employment, ODJFS requirements, and childcare law. Implements changes and/or updates where appropriate. This includes changes in payroll taxes and related expenses. ▪ Leads and coordinates agency Education Team comprised of HR, Compliance and Quality Manager, and Director of |

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| <p>Programming and Clinical Operations to develop and deploy a comprehensive employee and volunteer training calendar that meets agency, licensing, and regulatory requirements. Educate staff on various HR policies and practices to ensure compliance with the policies.</p> |
| <ul style="list-style-type: none"> ▪ Maintains and audits personnel files for all employees and volunteers to ensure appropriate record-keeping and conformance to ODJFS licensing and CARF compliance and state and federal employment requirements. |
| <p>Organizational Culture</p> |
| <ul style="list-style-type: none"> ▪ Leads the development, deployment and ongoing monitoring of the organization's Culture Plan in conjunction with CEO and senior management team to ensure employee and volunteer culture is healthy. |
| <ul style="list-style-type: none"> ▪ Works with CEO on organizational structure if changes need to be made. Ensures all position descriptions are up-to-date and complete. Stays abreast of position descriptions, compensation and benefit offerings, and organizational structures common to this type of non-profit organization. |
| <ul style="list-style-type: none"> ▪ Cultivates and maintains productive relationships with staff and volunteers in order to establish Human Resources Manager as a resource and primary point of contact for all personnel. Responds to employee questions about workplace culture, performance issues, complaints or grievances, benefits, or policies and procedures in a timely and professional manner. |
| <ul style="list-style-type: none"> ▪ Maintains positive and proactive relationships with department directors and managers regarding morale and employee issues. Is attuned to lack of compliance with personnel policies and procedures. Identifies opportunities for improvements in the organization. |
| <ul style="list-style-type: none"> ▪ Coordinates employee and volunteer recognition and reward programs as well as staff and volunteer appreciation activities and events. |

Required Qualifications:

- Minimum requirement of Undergraduate degree, ideally in Human Resources.
- Three to five years of experience in human resources position, ideally as a human resource generalist.
- Non-profit financial experience a plus.
- Computer proficiency in MS office suites, database software programs and ADP.
- Excellent communication skills; Strong multi-tasking and organizational skills.
- Ability to communicate effectively, both verbally and in writing.
- Ability to interface and work effectively with all levels of the organization from childcare workers to Board members.
- Must be available for some weekend and evening work.
- Meet 40 lbs. lift requirement

Preferred Skills and/or Personal Characteristics

- Strong analytical and project management skills.
- Attention to detail and accuracy.
- Good time management and organizational skills.
- Flexibility in adjusting to agency needs.
- Positive team-oriented attitude.
- Responsive and timely in completing projects and reporting.
- Ability to think creatively.