



Position Description

Position Title: Human Resources Director	Supervisor: Executive Director
Department: Administrative	Full- or Part-Time: Full-Time
FLSA Status: Exempt	Starting Salary: \$73,000 - \$78,000
UFR Code:	Revision Date: November 6, 2020

Position Summary

The Human Resources Director is responsible for maintaining an employee-centered and justice-oriented workplace in service of the mission of Safe Passage. Specific functions include but are not limited to: administering employee benefit programs; managing staff use and access to technology; staff recruitment; recommending, updating, communicating, and ensuring consistent implementation of all human resource policies; performance management; implementing and ensuring compliance with regulatory bodies; and ensuring legal compliance of all human resources information systems and record keeping requirements. The HR Director also assists the Executive Director in maintaining an organizational-wide tone of inclusion, respect and cooperation, upholding human dignity and staff development and adherence to standards of non-discrimination and promotion of justice and accountability. Provides guidance and support to all levels of leadership and staff on HR-related policies, employee relations issues and procedures. Serves as a member of the Leadership Team, and acts as an advisor to the Personnel Committee to the Board of Directors.

Human Resources Administration

- Under the guidance of the Executive Director and Board, develop/implement Human Resources goals, policies and procedures to support the agency’s mission.
- Manage workplace practices and protocols that promote equity, inclusion, workplace safety and risk reduction.
- Manage recruitment practices through traditional and culturally specific outlets that promote diverse pools of applicants for positions at all levels.

- Manage hiring practices that ensure consistency and compliance with EEO and Affirmative Action requirements and Safe Passage goals. Coordinate staff recruitment and new hire process including but not limited to advertising, resume screening, interview participation, reference checking, CORI and RMV checks when relevant.
- Manage new employee onboarding processes including orientation to agency mission, staff structure, essential practices, and protocols.
- Develop process for coordinating pay, benefit participation and withholding, tax status and withholding and other payroll related issues with payroll staff.
- Maintain close communication with the Finance Department regarding all aspects of payroll, benefits, and HR related issues.
- Develop and administer effective employee benefit programs to ensure they support the agency objectives, meet employees' needs and are competitive, cost-effective and in compliance. Add, change and remove staff from employee benefit programs as required.
- Serve as the primary point of contact for all employee benefit providers.
- Conduct open enrollment with staff, provide enrollment information to benefit providers
- Ensure compliance with federal and state employment regulations and HR practices.
- Assure accurate and up-to date Human Resources files and documentation; establish strong security measures for the confidentiality of records and files; oversee the creation and/or revision of all job descriptions to ensure accuracy and consistency.
- Maintain primary responsibility for the performance management/recognition system; provide support and guidance to supervisors/managers on staff performance issues; develop, maintain and evaluate the performance system; provide internal consultation and guidance on the employee termination process.
- Conduct exit interviews, assess employee feedback, and evaluate the results making recommendations for improvements.
- Manage employee separation processes.
- Manage requests for reasonable accommodation, medical and family leaves, employee problem conflict resolution requests.
- Manage investigations for complaints of discrimination or inappropriate conduct.
- Partner with the Executive Director regarding salaries for new or upgraded positions, monitor consistency of staff salaries, advocate for and process salary changes as appropriate and provide salary information to payroll and others as needed.
- Develop reports for the Executive Director and Leadership team as needed.
- Attend regularly scheduled meetings as required.
- Serve as AA/EOE and ADA and compliance officer.
- Serve as Manager on Duty in rotation with other managers.

Technology Role

- Assess requirements for technology including devices, software, platform access, and level of expertise for each position.
- Assess and manage technology orientation and staff development process based on skills and core competencies needed for success.
- Manage inventory and assignment and propose annual budget for agency devices to all staff based on their role and needs.
- Assign appropriate technology devices upon hiring.
- Maintain inventory of tech devices and rotation for replacement for staff.
- Set up email, network password, and establish level of access for network drives and any position-specific platforms.
- Serve as a member of the Technology Team, sharing responsibility for internal support and trouble-shooting.
- Maintain relationships with technology and security vendors and serve as a primary contact for coordinating maintenance and service with technology and telephone system vendors.
- Manage assignment and security of key fobs, security access to office spaces, file cabinets, closets, and secure areas based on role.
- Manage Written Information Security Program (WISP) by overseeing access levels and annual updates to written policies and procedures.

Organizational Leadership

- Develop and maintain updated agency wide policies related to disaster planning, continuity of operations, and succession planning.
- Provide leadership in efforts to promote racial equity and social justice.
- Contribute to human resource elements of organizational strategic plan.
- Represent organization in regional networks of HR and nonprofit professionals.
- Maintain relationships with union representatives in issues of contract negotiations, employee disputes and grievances, and ongoing relations.
- Work closely with leadership and employees to resolve employee relations issues while ensuring that the mission, vision and values of the organization are carried out with consistency.
- Assume primary responsibility for coordinating agency wide training needs including: identifying external trainers, establish contracts, coordinate development and/or delivery of training, assess needs and effectiveness of technical, supervisory and in-service trainings as required or needed; conduct or coordinate required federal and state required training;

coordinate and track externally mandated training and establish and administer a system for evaluating effectiveness and compliance with training.

- Maintain records of staff training and necessary re-training, based on funder mandates or agency standards. (e.g., CPR every three years, Workplace Safety every two years). Maintain records related to training to satisfy MGL 233 sec 20K privilege for those staff for whom that is relevant.)
- Work in close collaboration with Director of Community Engagement to coordinate internal communications on issues related to human resources, staff appreciation, employee morale, with a focus on team building and cooperation.
- Other duties as assigned.

Work Hours

This is a full-time exempt position. Office hours are Monday through Friday 9 a.m. to 5 p.m. Occasional and seasonal evening and weekend work – in office and remotely - may be required as job duties demand.

Hiring Requirements

Education:

BA/BS in Business Administration or Human Resources Management preferred.

Relevant Professional Certifications in HR practices preferred.

Candidates with non-traditional educational pathways and commensurate life/work experience considered.

Years of Experience:

5 - 7 plus years of progressive HR or relevant experience required; in the human service sector preferred.

Knowledge, Skills & Abilities:

- Demonstrated leadership skills in a mission driven environment
- Strong communication skills, verbal and in writing
- Experience handling the entire life-cycle of complex employee relations and other HR related matters
- Familiarity with non-profit environment preferred
- In-depth knowledge of human resources functions, fundamentals, techniques, labor law, and best practices
- Excellent leadership, people management and organizational developmental skills, with demonstrated ability to motivate in a team environment and collaborative work environment, and promote, foster and build a diverse and inclusive workforce.
- Strong working knowledge of latest HR practices, laws and benefit options.

- Experience managing human resources in a union environment
- Strong commitment to a diverse and inclusive workplace

Tools & Technology Requirements:

Familiarity with electronic payroll and human resource database programs.

Proficiency with use of Microsoft office and Google Suite, including back-end Administrative functions.

Familiarity with technology infrastructure and systems required for trouble-shooting and basis technical assistance and set up.

Demonstrated skills in supporting workforce in a remote environment.

Experience using and supporting staff in project management platforms. (e.g. Airtable, Clickup, Zoom, and Prezi)

Estimate of Physical, Environmental and Cognitive requirements can be provided upon request.

Additional Responsibilities:

- Ensure that each employee is a valued member of the community by promoting physical and social integration and economic opportunity through ongoing staff development and motivation.
- Maintain strict confidentiality regarding staff and agency information.

About Safe Passage

Safe Passage is a nonprofit organization dedicated to addressing the aftermath and prevention of domestic violence. Safe Passage provides services to address survivors' holistic needs for recovery and physical safety. Services include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community education, and individual and policy advocacy.

Our Mission

Safe Passage is dedicated to creating a world free of domestic violence and relationship abuse.

We support survivors and their families.

We engage our community.

We advocate for systemic change.

Expectations of all employees

In the performance of essential and general job responsibilities, all Safe Passage employees are expected to:

- Demonstrate commitment to Safe Passage's mission and principles of diversity and inclusion.
- Represent Safe Passage in a professional and competent manner to clients, organizational partners, and other stakeholders.

- Perform quality work within deadlines.
- Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

For more information about Safe Passage and domestic violence, visit our website at www.safepass.org.

Benefits

Safe Passage is a supportive, collaborative workplace that fosters growth in its employees, both personally and professionally. We are advocates for self-care and work-life balance, and our compensation package reflects this. Full-time employees receive 15 days of accrued vacation for the first year, and 20 days in the second year of employment. We additionally provide three personal days, and ample holiday and sick time. Benefits are consistent with Safe Passage's personnel policies and relevant state and federal laws.

Safe Passage works on a daily basis to earn its position as a justice-centered employer of choice in Western MA. Toward this goal, Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff. For more information about Safe Passage and domestic violence, visit our website at www.safepass.org

Application Instructions

Please send your cover letter and resume to spjobs@safepass.org with the subject line of "HR Director". Resumes will be reviewed on a rolling basis until the position is filled. Preferred deadline is December 9, 2020.