



Human Resources Manager

Position Title: Human Resources Manager	Supervisor: Director of Finance and Operations
Department: Administrative	Full- or Part-Time: Full Time
FLSA Status: Exempt	Starting Salary: \$63,000 - 70,000
UFR Code:	Revision Date: July 2022

Position Summary
<p>The Human Resources Manager is responsible for modeling and sustaining an employee-centered and justice-oriented workplace culture in service of the mission of Safe Passage.</p> <p>Specific functions include but are not limited to: recruiting and onboarding new employees in coordination with supervisors and team members; administering employee benefit programs; recommending, updating, communicating, and ensuring consistent implementation of all human resource policies; advancing performance management; and implementing and ensuring compliance with regulatory bodies including annual audit, information systems and record keeping requirements.</p> <p>The Human Resources Manager supports the Leadership Team 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.</p> <p>Provides guidance and support to all levels of management and staff on HR-related policies, employee relations issues and procedures.</p>
<p>Human Resources Administration</p> <ul style="list-style-type: none">● 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, state and Federal law and regulation, contractual obligations, and Safe Passage goals.
- Coordinate staff recruitment and new hire process including but not limited to advertising, resume screening, search committee support, reference checking, CORI and RMV checks when relevant.
- Manage new employee onboarding processes.
- Maintain close communication with the Finance Department and maintain a consistent process for coordinating pay, benefit participation, tax status and withholding, and other payroll related issues with finance staff.
- 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.
- Serve as the primary point of contact for all employee benefit providers.
- Conduct annual open enrollment with staff and assure timely communication with benefit providers and finance staff.
- 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, and 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 equity of staff salaries.
- Develop reports for the Executive Director, Leadership Team, and Board of Directors as needed.
- Attend regularly scheduled meetings as required.
- Serve as AA/EOE and ADA and compliance officer.

Organizational Leadership

- Contribute to updated agency wide policies related to disaster planning, continuity of operations, and succession planning.
- Contribute to leadership in efforts to promote racial equity and social justice.
- Contribute to human resource elements of organizational strategic plan.
- Coordinate 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 inservice 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.
- Provide staff representation to the Personnel Committee of the Board of Directors.
- Work in close collaboration with the 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 with a hybrid on-site / remote schedule. Hours of work 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:

3-5 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 strongly 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.
- Demonstrated skills in supporting the workforce in a hybrid remote/in-person 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 “Human Resources Manager”. Applications will be reviewed as received and until the position is filled.

Estimate of Physical, Environmental and Cognitive Requirements				
Physical / Environmental Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
Lifting under 40 lbs.	X			
Lifting over 40 lbs.	X			
Dusty Environment	X			
Cramped Quarters		X		
Using Oil or Chemicals	X			
Standing		X		
Climbing Ladders	X			
Uneven Surfaces	X			
Exposure to Fumes/ Orders	X			
Exposure to Heat / Cold Temps		X		
Working Inside and Outside				X
Climbing Stairs		X		
Sedentary Work			X	
Typing / Data Entry/ Computer				X
Stooping		X		
Driving		X		
Walking		X		
Walk on Wet, Uneven, Slippery Surfaces	X			
Potential Exposure to Infectious Diseases		X		
Protective Equipment Required	X			
Phone Communications			X	
Bending		X		
Twisting Neck		X		
Bending at Waist		X		
Crawling	X			
Working in Confined Space	X			
Simple hand grasping 1 or both hands			X	
Fine manipulation 1 hand			X	
Fine manipulation both hands		X		
Repetitive Movement: Hand, Arms		X		
Reaching below shoulder height	X			
Reaching above shoulder height	X			
Repetitive movement: foot	X			
Kneeling	X			
Hearing			X	

Operating Moving Equipment (Fork Lift, Tractors, Movers, etc.)	X			
Reaching/Pulling/Pushing	X			
Acuity, Far – Clarity of vision at 20 feet or more	X			
Acuity, Near – Clarity of vision at 20 inches or less			X	
Depth Perception – Three-dimensional vision. Ability to judge distances and space relationships.	X			
Physical / Environmental Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
Field of Vision – Area that can be seen up and down or to right or left while fixed on a point.	X			
Accommodation – Adjustment of eye to bring object into sharp focus- Important for near point work.	X			
Color Vision – Ability to identify and distinguish colors.	X			
Cognitive Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
Communications Oral				X
Communication Written				X
Mechanical Concepts	X			
Interpreting Skills				X
Implementing				X
Evaluating				X
Organizing				X
Consulting				X
Analyzing				X
Presenting				X
Supervising				X
Ability to Deal With:				
● Stressful situations				X
● Trauma, grief, death			X	
● Public Contact			X	
Decision Making				X

Work with Others				X
Work Alone			X	
Concentration				X
Comprehend and follow instructions				X
Relate to Others				X
Influence Others				X
Perform complex or varied tasks				X