



**Position Description  
Human Resources Manager**

<b>Position Title: Human Resources Manager</b>	<b>Supervisor: Associate Executive Director for Operations and Finance</b>
<b>Department: Administration</b>	<b>Full or Part Time: Full</b>
<b>Fair Labor Standards Act Status: Exempt</b>	<b>Starting Salary Range: \$63,000 - \$70,000</b>
<b>Position Code:</b>	<b>Revision Date: November 2022</b>

**Position Summary**

The Human Resources Manager (HRM) is responsible for modeling and sustaining an employee centered and justice-oriented workplace culture in service of the mission of Safe Passage. The HRM upholds the agency wide vision of an outstanding place to work by applying the principles of fair and generous wages and benefits, promotion of economic prosperity and justice, and promotion of professional development of our employees.

Specific functions include but are not limited to: recruiting and onboarding new employees, employee benefits, human resource policies, performance management; and upholding legal and regulatory compliance in all areas related to HR.

The Human Resources Manager supports the staff and board in maintaining a tone of inclusion, respect and cooperation, upholding human dignity and the principles of anti-racism and practices that promote equity and accountability.

**Essential Functions**

*Agency Leadership*

- Contribute to agency wide efforts to create a culture of non-violence, anti-racism, inclusion, and to actively seek ways to contribute toward efforts toward building an inclusive and organizational culture through relationships, transparency, knowledge, and modeling.
- Serve on Leadership Team.
- Contribute toward agency strategic planning, data collection and analysis, supervision through a cross-cultural and inclusive lens.
- Direct program, policy, systems, and budget planning, implementation, and evaluation of HR functions.
- Engage with the Board of Directors as required, providing reports, engaging in HR oriented discussions.
- Participate in fulfillment of agency strategic plan and best practice wisdom.

*Human Resources Administration*

- Develop/implement Human Resources goals, policies and procedures to support the mission and goals of Safe Passage.
- 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 consistent and high quality search and hiring.

- 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 and training processes.
- Maintain a consistent process for coordinating pay, benefit participation, tax status and withholding, and other payroll related issues.
- Develop and administer effective employee benefit programs to ensure they support the agency objectives, meet employees' needs and are competitive 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 and 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.

*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, inclusion, and empowerment.
- 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.

**Work House and Schedule**

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
- Candidates with non-traditional educational pathways and commensurate life/work experience
- Relevant Professional Certifications in HR practices preferred.

**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 verbal and written communication skills
- 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**

Tools & Technology Requirements for all staff: High level of proficiency and comfort utilizing and troubleshooting technology, including but not limited to PC systems, google suite (gmail, drive, calendar), zoom and web conferencing, electronic databases, and cloud-storage programs.

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)

### **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 intimate partner 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.

### Benefits

Safe Passage is a supportive, collaborative workplace that fosters growth in its employees, both personally and professionally. We strive to hold an environment that encourages growth, creativity, and flexibility. We are advocates for livable wages, self-care and work-life balance, and our compensation package reflects this. Employees receive 3 weeks of accrued vacation for the first year, 4 weeks starting year 2, and 5 weeks after 9 years, prorated for part time. We provide three personal days, and ample holiday and sick time. Benefits include health and dental insurance, and a 401(k) plan with agency match.

Safe Passage works to earn its position as a justice-centered employer of choice in Western Massachusetts. Safe Passage provides a bilingual pay premium of \$1/hour for staff who possess language competency that is likely to be utilized in their position.

### Application Instructions

**To apply:** Send **resume and cover letter** with the subject "Human Resources Manager" to [spjobs@safepass.org](mailto:spjobs@safepass.org).

**Application deadline is January 4, 2023.**

Safe Passage is an organization made up of survivors, women, trans folks, people of color, immigrants, people with disabilities, and LGBTQ+ people. Oppression and violence disparately impacts us and we strongly encourage people from these and other impacted communities to apply. We aspire to foster a work environment that is inclusive as well as diverse. Survivors come from all different backgrounds, and so do our employees. We encourage you to apply if you believe you have the skills and experience to thrive in this role and contribute to our mission at Safe Passage.

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](http://www.safepass.org)