



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

DIRECTOR OF HUMAN RESOURCES

FLSA Status: Exempt

Summary of Position: The Director of Human Resources will provide strategic thought-leadership and direction for all Human Resources functions. It is a pivotal role which requires a blend of generalist, organizational effectiveness, leadership, strategy, innovation, talent management and change management competencies. This leader is curious about how to make systems and processes better and how to bring out the best in employees. As a problem solver, they respond to challenges with the appropriate level of urgency, assess multiple solutions and develop contingency plans. They exercise independent judgement and initiative. They are self-motivated, communicative, and resilient with excellent interpersonal skills. They value diversity, equity, and inclusion, and champion these values within our organization's culture. This person is nimble and can develop structure within ambiguity and successfully navigate through challenges and changes.

Specific Duties:

Talent Management

- Inspire and encourage increased employee engagement and performance
- Oversee talent management, including staff training and leadership development, retention, recognition, employee communication and career development. Assesses and evaluates training and staff development needs and develops programs to meet needs.
- Provide guidance, tools, training and coaching to staff leadership so they can manage employee relations with skill, compassion and fairness
- Serve as coach, mentor, facilitator and mediator to de-escalate and resolve conflict

- Respond to grievances and disputes and conduct investigations as needed
- Attract and retain high-performing staff by using best practices to guide and strengthen strategies to improve recruiting, hiring, onboarding, compensation, recognition, evaluation, and career advancement opportunities
- Serve as a trusted advisor to executive and senior leadership
- Oversee performance metrics, accountability and management process
- Administer and recommend compensation strategies and structures

Strategy

- Lead the succession planning process ensuring all employees are consistently provided with access to training, tools and feedback needed to be successful
- Develop, set and lead HR strategic initiatives throughout the organization

Organizational Effectiveness

- Lead change management with visionary leadership, organizational development
- Communicate core values, vision, strategy, information and ideas regularly through multiple platforms and channels
- Identify and drive organizational and cultural changes needed to adapt strategically to changing demands, technology, and internal or external initiatives
- Partner and advise management on disciplinary issues, decisions, consequences and potential impact/risks
- Assess situations objectively in the best interests of the organization, advise and adapt appropriately
- Optimize HR operations by anticipating requirements, trends, and variances and minimizing the impact of variances
- Maintain a pulse on internal talent, culture, morale, engagement and retention
- Propose and/or implement other value-added HR initiatives

Compliance

- Oversee compliance audits and responses from regulatory agencies
- Write policies which are aligned with employment laws, organizational values and best practices
- Work collaboratively with the finance division

Other

- Serve on the Senior Management Team
- Prepare and present reports for management
- Maintain knowledge of industry trends, best practices, benchmarks and applicable employment legislation to ensure compliance

The following qualifications are requirements for the position:

- Master's Degree in Human Resources or an acceptable combination of bachelor's degree, HR certification, HR management experience
- At least 5 years of progressive experience in all areas of HR Management
- Non-profit experience
- High level of knowledge around legal and compliance requirements in HR
- Strong employee relations and record of change management skills and experiences
- High level of integrity and discretion
- Must have strong computer skills, including MS Office

The following qualifications are highly desirable:

- Experience in cultivating and leading Diversity, Equity, and Inclusion (DE&I) culture and strategy
- Experience creating and implementing strategies and policies to support an organization's mission
- Experience building HR infrastructure

Other requirements:

- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Executive Director

February, 2021