

JOB TITLE: Dir. of Human Resources
REPORTS TO: Chief Operating Officer
DEPT: Human Resources

STATUS: REG/FT/E-513
SCHEDULE: Typically, Mon - Fri
UPDATED: May 2019

Springs Rescue Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of SRM have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.

SUMMARY OF POSITION:

The Director of Human Resources will play a strong leadership role at Springs Rescue Mission (SRM) providing vision and leadership supporting ministry needs and fostering employee engagement. This position is directly responsible for the overall administration, management and evaluation of the Human Resource function ensuring efficient operations that meet current and future ministry needs. The Director of Human Resources implements and administers all personnel policies and procedures and directs our people related strategies, processes and practices driving execution critical to ministry success. This role specializes in organization leadership and staff development, change management and performance. It oversees employment, employee relations, compensation, benefits and volunteer functions of HR ensuring compliance and effectiveness.

DUTIES AND RESPONSIBILITIES:

- Develop and administer various human resources plans, programs, and policies for organization and ministry personnel;
 - Lead in the development and review of various compensation, benefits or other HR programs; communicate recommendations or corrective action to leadership
 - Lead in SRM's employee on-boarding, training and staff development
 - Provide answers to employee questions about HR offerings including benefits, compensation, employee engagement, and learning and development
- Lead in the development and formulation of HR policies and procedures, collaborating with Executive Team as appropriate; responsible for implementation and communication
- Provide direction and supervision to the SRM Volunteer Management department
- Prepare and maintain employee handbook and policies and procedures manual. Recommend policies and practices to leadership
- Communicate various HR policies, procedures, laws, standards, and government regulations to SRM management and staff
- Conduct recruitment efforts for all employees:
 - Write advertisement and update/write job description
 - Screen and interview job applicants, forward onto next step and check references
 - Make conditional offers of employment, finalizing all related paperwork
 - Coordinate and conduct New Employee Orientation and related on-boarding activities, collection of information, and establishment of records
- Respond to employee relations issues such as employee inquiries, complaints, harassment/discrimination allegations, and unjust practice allegations and take appropriate course of action toward resolution
- Administer benefits program:
 - Evaluate and compare existing ministry benefits with those of other employers by analyzing other plans, surveys, and other sources of information. Plan, develop, and/or participate in area and industry surveys. Analyze results of surveys and develop specific recommendations for review by leadership
 - Facilitate meeting with vendors, obtain bids upon renewal, confer with Finance Director regarding benefit costs, implement according to decision of Executive Team
 - Direct the open enrollment and benefit renewal process, working with benefit consultants to ensure informational meetings are scheduled and necessary communication process applications

- Conduct employee meetings and arrange for enrollment of employees in optional plans. Conduct employee benefit seminars for personnel. Handle benefit inquiries and concerns to ensure quick, equitable, courteous resolution
- Maintain contact in person, and by phone or mail, with hospitals, physicians, insurance companies, employees, and beneficiaries to facilitate proper and complete utilization of benefits for all employees. Instruct insurance carriers, trustees, and other administrative agencies outside the ministry to effect changes in benefit program. Facilitate and ensure prompt and accurate compliance
- Resolve claims, report changes in employee information, and communicate benefit information/changes to employees
- Provide oversight and administration related to 403b program, including but not limited to employee notification, enrollment, matching eligibility and initiation, and participation on Plan Oversight Committee
- Coordinate insurance enrollments and communicate with service providers concerning routine administration of programs
- Monitor workers compensation claims and coordinate work between employee and insurance carrier; participate on Safety Committee
- Post internship opportunities and oversee assignment process as necessary and appropriate
- Conduct Exit Interviews, analyze data and make recommendations to leadership for corrective action and continuous improvement
- Gather information related to wage and salary and the construction of compensation ranges
- Represent SRM for unemployment claims, directly managing the claims process
- Prepare reports as required and requested ensuring compliance and best practices. Remain current and keep informed of changes to state and federal laws pertaining to benefits and HR, and communicate such, along with your suggestions to Chief Operating Officer (COO)
- Direct and facilitate Performance Review Process from start to completion to ensure timely gathering of information and sharing of such with employee
 - Prepare performance review forms and direct the distribution of the forms to supervisory personnel
 - Recommend changes/improvements to performance review and process
 - Follow up to ensure review completion and file in personnel files; set notifications as relevant for “follow up/action items”
- Lead in the classification and reclassification of positions; ensuring that all job descriptions are written/current with role responsibilities
- Facilitate and/or conduct training for workforce to facilitate legal compliance and organizational alignment
- Establish and maintain personnel files in compliance with applicable laws, department records and reports
- Direct and manage all HR related vendor/consulting relationship
- Participate on the Staff Development Committee, providing oversight and advice as applicable
- Supports proper training and recognition of volunteers for their partnership with Springs Rescue Mission and engages them in meaningful work that leverages volunteers as a resource.
- Perform other related duties and projects as requested.

EDUCATION/EXPERIENCE:

- A bachelor’s degree in Human Resources, Business Administration, or related field **and** minimum four (4) years of progressively more responsible experience in HR as a generalist OR any equivalent combination of education and experience required
- Society of Human Resource Management certification preferred
- Non-profit experience desired

SKILLS AND QUALIFICATIONS:

- Maintains a personal relationship with Jesus Christ and is a constant witness. Christ-centered and compassionate attitude in dealing with people including the homeless and faithfully upholds and exemplifies SRM's Statement of Faith
- Serves as an advocate for the homeless and raising awareness of the needs and concern for the addicted, and those in poverty; engaging others within one's influence of greater involvement and effectiveness on behalf of this population in Colorado Springs.
- Believes that volunteers are vital to accomplishing the Vision and Mission of Springs Rescue Mission and thus is part of mobilizing the community in the fight against addiction, poverty and homelessness
- Considerable knowledge of principles and practices of personnel administration and employment regulations
- Exercise judgment that is consistent with SRM mission statement and core values, standards, practices, policies, procedures, regulation or law
- Working knowledge and proficiency of multiple HR disciplines including: benefit administration, FMLA, compensation, employee relations, worker's compensation, unemployment, and talent management
- Ability to objectively coach or to secure coaching for employees and management through complex, difficult and emotional issues
- Exceptional interpersonal skills: adept at interviewing and extracting relevant information; verbally articulate and clear; good listener; able to apply biblical problem-solving principles and facilitate such with others
- Able to appropriately handle sensitive information and maintain required confidentiality
- Attention to detail in gathering information, documentation, composing correspondence, typing and proofing materials, establishing priorities and meeting deadlines
- Ability to organize and prioritize work
- Able to research and compile various types of data, perform analysis as appropriate, and present or propose accordingly
- Computer literate: proficient in Microsoft Word, Excel and database program(s)
- Knowledge of office administration procedures
- Effective presentation and public speaking skills
- Good to excellent spelling, grammar, and written communication skills
- Excellent telephone and information gathering skills
- Teachable and interested in increasing professional competency

WORKING CONDITIONS/PHYSICAL FACTORS

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

Typical office environment. Requires climbing stairs to reach office.

EQUIPMENT/TOOLS USED:

Computer	Internet
Telephone	Copier
Fax	General office equipment

I accept this position and understand that employment is At Will:

Employee Signature

Employee Printed Name

Date