

Providence House, Inc.
Position Description
Human Resources Director

Providence House keeps kids safe and families together, embracing them with support to enhance stability that strengthens communities.

Reports to: Chief Operating Officer

Major Functions: Serves as a strategic partner to Providence House leadership. Drives talent, culture, and compliance initiatives that support the organization's culture, mission, and long-term success.

Organizational Culture
<ul style="list-style-type: none"> Leads the development, deployment and ongoing monitoring of the organization's Culture Plan in conjunction with CEO, COO, and senior leadership team to foster healthy organizational culture.
<ul style="list-style-type: none"> Manages the organization's diversity, equity, inclusion and intersectionality initiatives in conjunction with CEO, COO, and the senior leadership team as part of the organization's Culture Plan.
<ul style="list-style-type: none"> Works with executive leadership to ensure the organizational structure supports the agency's strategy, evolution, and growth. Monitors evolving trends, best practices, and regulatory changes in human resources and nonprofit people management to inform strategy and decision-making.
<ul style="list-style-type: none"> Cultivates and maintains productive relationships with staff and volunteers in order to establish the Human Resources department as a resource and primary point of contact for all staff. Ensures accurate, timely, compassionate, and professional responses to employee questions about workplace culture, performance issues, complaints or grievances, benefits, or policies and procedures.
<ul style="list-style-type: none"> Maintains positive and proactive relationships with department directors and managers. Serves as a thought partner and advisor regarding organizational culture, employee morale and employee issues. Identifies and drives opportunities to enhance organizational effectiveness and operational performance.
Employee Lifecycle Management
<ul style="list-style-type: none"> Develops and leads the organization's talent acquisition and retention strategy, overseeing recruitment for all employee, intern, and childcare volunteer roles. Partners with HR team and key stakeholders to ensure a streamlined, compliant, and equitable hiring process that delivers a strong candidate experience and results in the selection of qualified, culturally competent, and mission-aligned talent.
<ul style="list-style-type: none"> Works with CEO/COO/CFO and department managers regarding employee position changes and compensation adjustments. Ensures that compensation and benefit changes are in alignment with approved fiscal budget, market standards, and agency pay bands.
<ul style="list-style-type: none"> Oversees maintenance of HRIS. Interprets reports and regularly shares department performance data related to recruiting, employee engagement and turnover, and other relevant human-capital metrics.
<ul style="list-style-type: none"> Leads and oversees the ongoing development of UKG HRIS system optimization and maintenance to support continuous improvement, system updates, and user modules to meet organizational needs.
<ul style="list-style-type: none"> Partners with managers to ensure role expectations are clearly defined and effectively communicated to employees.
<ul style="list-style-type: none"> Ensures the integrity, confidentiality, and compliance of personnel records.
Performance Management
<ul style="list-style-type: none"> In collaboration with the Compliance and Quality Manager and Training and Volunteer Coordinator, conducts professional development and training needs analyses to identify skill gaps and development opportunities. Plans, organizes, and/or delivers professional development programs and workshops, utilizing remote and in-person opportunities. Monitors, evaluates, and communicates effectiveness of professional development initiatives; recommends and implements adjustments as necessary.
<ul style="list-style-type: none"> Guides the performance review process in conjunction with the HR Manager and ensures all staff and managers are trained in effectively evaluating staff, delivering constructive feedback, and holding employees accountable for position objectives.
<ul style="list-style-type: none"> Works with HR Manager to support directors and managers in the event of staff or volunteer performance or behavioral issues. Provides guidance regarding legal considerations, documentation protocols, disciplinary or

<p>coaching meetings, and disciplinary process. Ensures proper documentation protocols are followed. Oversees exit interview process; tracks and shares noteworthy trends with PH leadership team.</p>
Policies and Procedures
<ul style="list-style-type: none"> With oversight from COO, serves as Corporate Compliance Officer to lead and coordinate investigations of critical incidents and allegations, including but not limited to documentation, interviews, video review, and mandated reporting to local, state, or law enforcement agencies. In support of COO, assists in mobilizing the agency's crisis communications team during escalated incidents with potential media or social media impact. Works with Compliance and Quality Manager and other appropriate staff to update employee manuals and policies, ensuring ODCY licensing, CARF accreditation, ODEW, and other local, state, and federal employment regulations and funding requirements are met. Serves as primary HR representative for onsite licensing and accreditation audits related to HR practices, personnel files, training logs, etc. In conjunction with HR Manager, conducts regular audit of HR records to ensure compliance. Prepares responses to relevant corrective actions, and leads efforts to address any findings or deficiencies, including remedial training or disciplinary action when necessary. Stays abreast of employment law and changes in applicable federal, state, and local regulations pertaining to employment, payroll taxes, ODCY requirements, communicable disease regulations, and childcare law. Recommends and implements operational changes when appropriate. In partnership with the Training and Volunteer Coordinator, leads and coordinates cross-functional Education Team to develop and deploy a comprehensive employee and volunteer training calendar that meets agency, licensing, regulatory, and professional development requirements. Oversee staff education regarding employment regulations, policies, and best practices.
Benefits and Wellness
<ul style="list-style-type: none"> In collaboration with CEO, COO, insurance broker, and others as appropriate, designs and implements a total rewards strategy and program that effectively attracts, rewards, and retains high-performing employees. Reevaluates benefit offerings regularly and recommends and implements adjustments as necessary. Oversees timely, efficient administration of PH employee health and welfare benefits. Implements policies that support work-life balance and wellness to reduce employee compassion fatigue, vicarious trauma, stress, and burnout. Enthusiastically supports overall employee wellness. Encourages others through collaboration, inclusivity, open communication, transparency, teamwork, and positive energy.
HR Team Management and Oversight
<ul style="list-style-type: none"> Responsible for oversight, direction and development of the Human Resources Manager, Compliance and Quality Manager, and Training and Volunteer Coordinator. Ensures optimal and responsive delivery of all human resource functions to support effective employee performance, development, compliance, and inclusivity across the organization.
General Duties
<ul style="list-style-type: none"> Strives to be culturally competent and supportive of diversity in both service to clients and through internal and external professional interactions. Attends and assists with the organization and execution of Providence House special events including Annual Luncheon, Deck the House, and other speaking engagements or fundraising events as assigned. Completes other duties as assigned.

Core Competencies:

Strategic HR Leadership

- Ability to align HR strategies with organizational goals.
- Expertise in workforce planning and talent management.
- Strong understanding of compliance, labor laws, and risk mitigation.

HR Systems & Process Management

- Proficiency in HRIS platforms and data analytics.
- Streamlining processes for efficiency and accuracy.
- Leveraging technology for reporting and decision-making.

People Coaching & Development

- Skilled in leadership coaching and mentoring.
- Ability to create individualized development plans.

- Facilitating performance improvement and career growth.

Culture Building & Employee Engagement

- Driving initiatives that foster a positive, inclusive workplace.
- Expertise in change management and organizational development.
- Building trust and collaboration across all levels.

Staff Development & Training

- Designing and implementing training programs.
- Succession planning and leadership pipeline development.
- Promoting continuous learning and professional growth.

Communication & Relationship Management

- Exceptional interpersonal and conflict resolution skills.
- Ability to influence and partner with senior leadership.
- Transparent and empathetic communication style.

Analytical & Problem-Solving Skills

- Using data-driven insights for decision-making.
- Identifying trends and proactively addressing workforce challenges.
- Strong critical thinking and adaptability.

Required Qualifications

- Minimum requirement of an undergraduate degree, advanced degree preferred, ideally in Human Resources, Business Administration, or Organizational Leadership.
- Human resources certification required; S/PRH or SHRM-S/CP preferred
- Three to five years of experience in senior human resources position, ideally as a human resource director.
- Non-profit experience and familiarity with childcare and/or residential accreditation and licensing standards a plus.
- Demonstrated ability to think strategically and execute on developed strategies
- Self-directed, with the ability to set goals and operate both independently and collaboratively to reach them
- Computer proficiency in MS office suite, database software programs and HRIS and training systems; UKG and Relias preferred.
- Proven skill in leading, influencing, developing, and coaching exempt and nonexempt employees
- Impeccable judgment in both straightforward and ambiguous situations
- Excellent verbal and written communication skills
- Ability to interface and work effectively with all levels of an organization.
- Must be available for some weekend and evening work.

Preferred Skills and/or Personal Characteristics

- Strong analytical and project management skills.
- Attention to detail and accuracy.
- Good time management and organizational skills.
- Flexibility in adjusting to agency needs.
- Positive, team-oriented approach to work, clients, and colleagues.
- Responsive and timely in completing projects and reporting.
- Ability to deliver polished, engaging presentations that inform, persuade, and inspire diverse audiences
- Ability to think creatively and resolve problems effectively.

Work Environment

This job operates in a professional office environment. To successfully perform the essential functions of the job, this role routinely uses standard office equipment not limited to but including computers, phones, fax machine, printer/copier/scanner, and surveillance camera videos.

EEO Statement

Providence House is committed to promoting a diverse environment and is proud to provide equal employment opportunities to all individuals regardless of their race, color, religion, creed, gender, age, sexual orientation, national origin, disability, marital status, veteran status, genetic information or any other characteristic protected by federal, state, or local law. In addition, reasonable accommodations for qualified individuals with disabilities may be made to perform the essential functions of the job.

Signatures

This job description has been approved by all levels of management:

Supervisor: _____
Date: _____

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____