**DIRECTOR OF HUMAN RESOURCES**

**ABOUT US:** Established in August 1995, Complete Children’s Health is dedicated to the care of well and sick children in a family-friendly, cost effective way. The Complete Children's Health family of physicians, physician assistants, nurse practitioners, clinical psychologists, nurses, billing specialists, receptionists and administration works each day to give patient families what they want and need.

**POSITION OVERVIEW:** Our HR Director is directly responsible for the overall administration of human resources management functions, including staffing, employee relations, compensation, benefits administration and knowledge of employment laws. In addition, the HR Director is involved in establishing the strategic direction of HR programs and practices, developing and implementing HR programs and practices consistent with that strategy and assessing their effectiveness.

**ESSENTIAL JOB FUNCTIONS:** (A position may not be assigned all of the duties listed, nor do the listed examples include all duties that will be assigned.)

* Advises owners, Practice Administrator and Team Leaders/Supervisors about HR best practices, employee relations issues, policies and employment law; advises department Team Leaders/Supervisors to assist with carrying out responsibilities regarding personnel matters.
* Coordinates and facilitates the recruiting and selection process for the practice.
* Conducts compensation/benefits research to ensure competitiveness with market rates and new benefit offerings, evaluates rates annually.
* Coordinates and administers employee benefit programs, conducts open enrollment annually; facilitates employee recognition efforts and events.
* Coordinates and facilitates a legal and consistent performance management program within the clinic; advises owners, and leadership regarding best practices.
* Coordinates payroll functions including maintenance of the payroll/HRIS system.
* Facilitates training within the organization, including new hire paperwork and OSHA directed training.
* Reviews and makes recommendations for improvement of policies, procedures and practices.
* Maintains knowledge of industry trends, employment legislation and compliance issues.
* Facilitates, maintains and monitors records of worker’s compensation, EEO, FMLA, unemployment, and other employee claims.
* Ensures Practice job descriptions are compliant and up to date.
* Ensures the practice Human Resource’s (i.e. employee handbook) is compliant and up to date.
* Practices open-door policy to encourage employees to discuss concerns, facilitates mediations when necessary; consults with legal counsel as needed on personnel matters.
* Coordinates separation process as needed including conducting exit interviews to determine reasons behind separation, administers COBRA, coordinates termination of employee.
* Promptly conducts unbiased investigations pursuant to complaints/allegations of ethical wrongdoing, conflicts of interest or significant employee concerns; prepares written investigative reports when applicable. Responds to EEOC claims.
* Maintains personnel files including new hire paperwork, safety training and benefit enrollment change forms.
* Other duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

**Knowledge of:** Federal and state employment/labor laws, principles, theories, and practices of employee relations; job classification and/or job analysis; recruitment and selection; performance management; payroll processes; HRIS systems; worker’s compensation; computers as well as their applications; proper and effective training strategies based on position and curriculum; business and management principles.

**Skills in:** Oral and written communication; active listening – understanding points being made, asking questions as appropriate; motivating, developing, and directing others; computers and Microsoft applications; working in a team environment.

**Ability to:** Mediate personnel disputes; analyze HR data; advise and educate Team leaders/supervisors, owners and other management personnel about HR best practices to maximize talent and to implement employee relation situations including discipline and termination; work effectively with all levels of personnel; be highly efficient and accurate; recognize sensitive predicaments; act as an employee advocate; maintain confidential information; design creative problem solving methods; identify the best individuals for the practice; maintain employee and patient confidentiality; abide by HIPAA guidelines.

**MINIMUM REQUIREMENTS:**

Bachelor’s Degree in Business Administration, Human Resources, or related field OR five years of experience coordinating or performing highly responsible personnel/human resources functions. Minimum of five years of experience in human resources, preferable in a health care setting, is preferred. Valid driver’s license is required.

**PREFERRED CERTIFICATES AND LICENSURE:**

Professional Human Resources (PHR), Senior Professional in Human Resources (SPHR), Society for Human Resource Management Certified Professional (SHRM-CP), or Society for Human Resource Management Senior Certified Professional (SHRM-SCP) preferred.

**EEO STATEMENT:**

Complete Children’s Health commits itself to providing equal employment opportunities to all employees and applicants for employment without regard to: ancestry, race, color, religion, sex, national origin, age, physical or mental disability, medical condition, veteran status, marital status, pregnancy, weight, height, genetic information, sexual orientation, gender identity, or any other characteristic protected by federal, state or local law.

To apply please go to: <https://recruiting.paylocity.com/recruiting/jobs/List/2796/COMPLETE-CHILDRENS-HEALTH-PC>