



JOB DESCRIPTION

POSITION: Human Resources Director	
SUPERVISOR: CEO	STATUS: Full time, exempt
WORK SITE: CMHA sites within Worcester County	SCHEDULE: M-F 9a-5p

BASIC FUNCTION:

The Human Resources Director is responsible for developing and managing HR processes, including recruitment and retention, employee relations, compliance, and implementation of the organization's mission. They will ensure compliance with industry HR regulations, keep detailed records of job descriptions, schedule interviews for job candidates and conduct onboarding and new employee orientation. The Human Resources Director will also field complaints from employees and use a structured system to respond to any issues within the organization. Additionally, they will oversee benefits administration, and communicate with staff about policy changes.

Diversity is a core value at CMHA. We are passionate about building and sustaining an inclusive and equitable environment for all staff, vendors and people served. The HR Director will exhibit this value.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintaining physical and digital files for employee documents, benefits, and attendance records
- Mediating and offering solutions to employee disputes; addressing employee concerns, conflicts, and grievances in a fair manner after Supervisory level
- Taking appropriate disciplinary action against employees who violate rules and regulations
- Generating official internal documents such as job offers, warnings, and termination letters
- Promoting a culture of open communication and teamwork
- Ensuring compliance with federal, state, and local labor laws and regulations
- Overseeing employee leave – PFML, FMLA, and Worker's Compensation
- Creating and leading employee recognition programs

- Collaborating with program management to ensure job descriptions are up to date and compliant with all local, state and federal regulations
- Recruiting external and internal candidates that match organizational values
- Interviewing potential candidates and making recommendations
- Onboarding new employees in coordination with other members of leadership
- Creating an orientation program to educate newly hired employees on HR policies, internal procedures, and regulations
- Designing and implementing employee retention strategies with Senior Leadership
- Developing training materials and performance management programs to help ensure employees understand their job responsibilities
- Conducting performance and salary reviews
- Analyzing trends in compensation and benefits
- Guiding management and employee actions by researching, developing, writing, and updating policies and procedures
- Ensuring all company HR policies are applied consistently
- Implementing and updating position control numbers
- Managing agency training sessions
- Working with the Compliance Coordinator to ensure staff are up to date on all required certifications and licenses
- Partnering with the Leadership Team to ensure strategic HR goals are aligned with business initiatives
- Other duties as assigned by the CEO or VP of Operations

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job and may be updated from time to time.

Qualifications:

The successful Human Resources Director has a positive attitude, the ability to multitask, strong leadership skills, solid written and verbal communication skills, and is an informed decision maker. Candidates for this position will have previous experience in the human resources field, with demonstrated competence in leading teams and organizing and executing strategic plans.

- A bachelor's degree in human resources, labor relations, organizational development, business or related area; relevant work experience may be a substitute
- Five or more years of experience in the human resources field
- PHR or SPHR credential preferred
- Knowledge of administrative tasks and responsibilities
- Effective verbal and written communication skills
- Demonstrated proficiency in the Microsoft Office suite, as well as advanced computer skills
- Knowledge of a broad range of human resource strategies and practices, including compensation, performance management, safety, hiring and employee relations; able to apply these strategies and practices in compliance with employment regulations
- Ability to create a culture of diversity, inclusivity, collaboration and teamwork

- Experience with analyzing data to guide strategic employment planning
- Strong empathy and interpersonal skills
- Detail-oriented with excellent organizational skills
- Attention to detail and analytically driven
- Bilingual Spanish/English preferred

All interested candidates, please forward resume and cover letter to Leah Bradley at lbradley@cmhaonline.org