



JOB DESCRIPTION

POSITION: Human Resources Director
REPORT TO: Executive Director

JOB OVERVIEW: The Human Resources Director creates systems and a culture that will enable the SCCHC to be an employer of choice in Santa Cruz County. This role manages the day to day operations of the Human Resources department and develops, administers, and evaluates personnel policies and procedures. The HR director also serves as an effective champion for the culture and values that are key to the organization: teamwork, trust, respect, mutual support, hard work, compassion, and appreciation. This position is an essential Leadership Team member, responsible for developing an effective, satisfied workforce that enables the SCCHC to achieve its strategic and programmatic goals.

DUTIES AND RESPONSIBILITIES:

HUMAN RESOURCES LEADER

- Aligns HR plans and strategies with the strategic and operational goals of the organization
- Provides agency leadership on all HR matters and demonstrates clarity regarding staff roles, responsibilities, expectations, and decision-making processes
- Develops metrics and provides data to monitor progress toward goals (e.g., retention, staff satisfaction, performance evaluations)
- Assesses staff satisfaction through the annual Employee Satisfaction Survey and other means, and develops responsive strategies to address staff needs
- Maintains the Corporate Code of Conduct and ensures all HR policies relevant to Compliance Plan
- Researches, analyzes and makes recommendations on classification and compensation changes
- Understands fundamental legal compliance regarding personnel management (including performance improvement, evaluation, termination, accommodation, FMLA)
- Participates in Leadership Team meetings and development of budget and strategic plans
- Attends monthly Board meetings, as needed, and provides reports and information

CULTURE LEADER

- Demonstrates enthusiasm for SCCHC's mission and understands the models of care it implements, its clinical philosophy, and patient populations as a way of understanding recruitment needs
- Demonstrates commitment to high performance standards, clear expectations, adherence to policies
- Understands the challenge and complexity of the CHC environment and knows how to apply understanding, compassion, and appreciation as vehicles for staff support and encouragement
- As a champion for improvement, Supports the Executive Director and Leadership Team in leading and managing change that is clear, fair, and feasible for staff
- Provides numerous opportunities throughout the year to recognize staff, celebrate their accomplishments, build teamwork, and have fun



RECRUITMENT & HIRING

- Recruits and retains a highly effective workforce, including developing strategies to recruit and retain primary care providers
- Ensures a comprehensive, customer-service oriented, On-Boarding process for all new hires
- Oversees Volunteer and Work Study Programs, including National Health Service Corps if applicable

BENEFITS ADMINISTRATION

- Leads annual benefits evaluation, makes recommendations regarding health & other benefits
- Oversees annual Open Enrollment process and conducts Benefits Orientations as needed
- Addresses Return to Work (ADA) and Workers Compensation matters

EMPLOYEE RETENTION & DEVELOPMENT

- Leads employee development, evaluation, and retention processes to ensure staff have the skills to be successful; coaches supervisors to develop their own staff
- Leads quarterly all staff meeting planning to match the needs of both the staff and the organization
- Participates in state and national associations to keep abreast of HR issues within CHC's
- Coordinates student loan repayment opportunities (HPSA) for providers or other staff
- Supervises Human Resources Coordinator and Assistant

REQUIRED COMPETENCIES

- Accountability
- Communicating Effectively
- Patient/Customer Focus
- Decision Making/Judgment
- Developing Talent
- Leading Change
- Results Orientation

MINIMUM QUALIFICATIONS

- Advanced degree in Human Resources or related field
- At least 3 years of prior Human Resources experience
- Excellent communication skills; ability to work with staff of all backgrounds; good listener
- Strong writing skills and ability to write clear agency policies, correspondence, and other materials
- Ability to work occasional evenings and weekends as needed
- Possess a valid California Driver's License and automobile insurance

SALARY AND BENEFITS

This is a salaried, full-time, exempt position. Competitive compensation & benefits package. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental and life insurance after 30 days of employment with a satisfactory review. Employer sponsored 2% retirement match.



APPLICATION PROCESS

To apply, complete employment application. Download employment application at www.schealthcenters.org/Careers. Submit application and current resume with letter of interest not to exceed two pages to Human Resources. No phone inquiries, please.

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