**Mission**: To Enhance Community Health and Wellbeing

**Vision**: 100% Access Zero Disparity

<table>
<thead>
<tr>
<th>Core Values- People Centeredness, Compassion, Accountability, Integrity, Continuous Improvement, Excellence</th>
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<tr>
<th>JOB TITLE</th>
<th>Human Resources Director</th>
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<tr>
<td>DEPARTMENT</td>
<td>Human Resources</td>
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<tr>
<td>REPORTS TO</td>
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<tr>
<td>FLSA</td>
<td>Exempt</td>
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<tr>
<td>SUPERVISES</td>
<td>HR Team</td>
</tr>
<tr>
<td>EFFECTIVE DATE</td>
<td>5/1/2023</td>
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<tr>
<td>REVIEWED BY</td>
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Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. Our mission and vision wouldn’t be possible without you. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors and continuously strive to meet our mission and vision.

**POSITION SUMMARY:**

The Director is responsible for the overall administration, coordination, and evaluation of the Human Resources program, including HR support for CHP leadership and staff development. Oversight is provided by the CHP CEO. This is an Executive Level Position.

**ESSENTIAL JOB FUNCTIONS:**

**Personnel**
1. Develops and administers various human resources plans and procedures for CHP personnel.
2. Annually reviews and makes recommendations to Executive Team for improvement of CHP’s policies, procedures, and practices on personnel matters.
3. Prepares and maintains policy and procedure updates.
4. Strives to ensure employee understanding of benefit programs by regularly generating communication and counseling employees as situations arise.
5. Keeps management advised of potential problem areas and recommends/implements solutions as appropriate.
6. Responsible for CHP compliance with Federal and State legislation pertaining to all personnel matters.
7. Works directly with department managers to assist them in carrying out their responsibilities on personnel matters.
8. Develops and maintains a human resources system that meets CHP’s personnel information needs.
10. Conducts new hire orientation.
11. Provides public information such as verifying employment.
12. Designs personnel forms.
13. Participates as member of the safety team.
14. Responsible for the credentialing of licensed and certified staff.
15. Maintains a high rate of staff and customer satisfactory client retention through quality service and support.
16. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and working to implement patient centered communication skills.
17. Furthers the mission of CHP through active support of the strategic goals through new programing and continuous improvement
18. Supervises HR team members.
19. Ability to report to work as scheduled and work a flexible schedule when needed which may include travel to other sites.
20. Will complete the FEMA ICS (Incident Command System) 100 and 700 courses to help CHP prevent, protect against, mitigate, respond to, and recover from the effects of an incident.

Payroll
1. Responsible for participating in timekeeping tracking for CHP’s payroll biweekly. Ensures compliance with all applicable state and federal wage and hour laws.
2. Advises finance in complying with wage garnishments, vacation time, insurance and 403(b) deductions.
3. Tracks the accuracy of benefit accruals through CHP’s electronic time keeping system.
4. Works with finance to help solve problems concerning payroll, answers inquiries and enforces payroll policies.

Supervisory Job Functions
Co-manages team members effectively, collaborating with Content Expert to develop and retain a qualified team that provides high quality, patient-centered care at a maximum efficiency.
1. Sets Specific, Measurable Expectations
   a. Leads by example by working towards the mission, vision and strategic goals.
   b. Follows CHP policies and procedures and ensures employee compliance.
   c. Understands personnel policies, is able to consistently apply them to employee scenarios.
   d. Communicates policies accurately and appropriately.
   e. Understands and accurately communicates job expectations in a specific, measurable way.
   f. Ensures appropriate staff training (and re-training, as needed) occurs.

2. Gives Feedback
   a. Recognizes positive team contributions.
   b. Communicates appreciation for a behavior and connects it to the mission, vision or strategic goals.
   c. Documents above and beyond contributions (at both the individual and team level).
   d. Addresses nonperformance in a timely, effective manner.
   e. Utilizes the coaching steps to engage the employee in his/her own performance improvement.
   f. Documents coaching sessions appropriately.
   g. Utilizes progressive disciplinary measures when appropriate, with support from the HR Director, Director of Clinical Operations and/or CEO.

3. Staff Development
   a. Ensures appropriate new staff training occurs.
   b. Makes a ‘connection’ with all new staff, introduces management team, pertinent team members.
   c. Reviews overall training schedule, clarifies any location specific expectations (using the CHP FAQ sheet).
   d. Ensures safety training is completed.
   e. Assesses effectiveness of training with trainee and trainer prior to employee working independently.
   f. Devises plans for any supplemental and/or remedial training needed. Follows up accordingly.
   g. Schedules new employees for NEO.
   h. Identifies development opportunities for staff members and schedules them.
   i. Completes employee evaluation sessions in an effective, timely manner.
   j. Discusses employee strengths, and areas for improvement, as well as future goals.
   k. Supports employee in pursuit of future goals.
   l. Completes documentation and routes it to HR in a timely manner.

4. Fosters Open Communication: Ensures Employees Have Information, Input and Influence.
   a. Openly listens to employee concerns and actively works to resolve them.
b. Communicates pertinent information to staff members in a timely manner.
c. Holds appropriate meetings.
d. Uses meeting time wisely.
e. Assesses meeting effectiveness and efficiency. Makes changes accordingly.
f. Establishes and communicates team goals with respect to processes, outcomes and the metrics thereof.
g. Solicits feedback from team members in making changes, when appropriate.

5. Safety/Risk Management
   a. Ensures all staff receives safety training and annual refresher.
   b. Actively works to ensure the workplace is safe, assessing safety concerns daily, making changes as needed.
   c. Investigates all accidents and injuries properly, following all required procedures and documenting as appropriate.
   d. Maintains complete personnel records for all staff using objective language and descriptions.

**GENERAL RESPONSIBILITIES**

1. Understand and adheres to HIPAA regulations.
2. Ability to report to work as scheduled and work a flexible schedule when needed, which may include travel to other sites.
3. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and working to implement patient centered communication skills.

**SKILLS AND ATTITUDES**

1. Demonstrates CHP’s Core Values
   a) People-Centeredness: We empower all people to be agents of their own health and well-being.
   b) Compassion: Ability to be friendly, empathetic, courteous and an adept communicator with customers and staff. Meet people where they are without judgement.
   c) Accountability: The ability to prioritize work and do what we say we will do.
   d) Integrity: Ability to set priorities, be organized, be a self-starter and hold ourselves to the highest standards.
   e) Continuous Improvement: Ability to work in a team or independently, sharing responsibilities and duties to make positive change.
   f) Excellence: Deliver outstanding value and results.
2. Experience working with limited resource populations.
3. Ability to work with grace under pressure.
4. Ability to resolve interpersonal conflict in a straightforward and timely manner.
5. Ability to treat both staff and patients with respect.
6. Ability to navigate technology efficiently.
7. Ability to gracefully accept and respond to feedback.

**ESSENTIAL PHYSICAL REQUIREMENTS**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Occasionally (1%-33% of day)</th>
<th>Frequently (34%-66% of day)</th>
<th>Continuously (67%-100% of day)</th>
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<td>Sitting</td>
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</tr>
<tr>
<td>Standing</td>
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<td></td>
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<tr>
<td>Walking</td>
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</tr>
<tr>
<td>Speaking/Hearing</td>
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<tr>
<td>Seeing</td>
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<tr>
<td>Hand/Wrist Work (ie. Keyboarding)</td>
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<td>X</td>
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<tr>
<td>Pushing/Pulling</td>
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<tr>
<td>Grasping</td>
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<tr>
<td>Fine Manipulation</td>
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<tr>
<td>Reaching</td>
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<tr>
<td>Bend</td>
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<tr>
<td>Squat</td>
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</tr>
<tr>
<td>Lift 1-10 lbs</td>
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<tr>
<td>Lift 11-20 lbs</td>
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<tr>
<td>Lift 21-50 lbs</td>
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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**JOB QUALIFICATIONS:**

**Education:**
One or a combination of these:
Bachelor’s Degree in business related field.
An Associate’s degree with 5 years of HR/payroll related activities
An HR certification with direct HR and some college experience

**Experience:**
Office experience in healthcare facility preferred
Must be proficient with PCs and Microsoft Office Suite
Related work experience in Human Resources and Payroll

I have read the job description above and had any questions answered.

Name:______________________________ Date:____________