

Job Description

Title: National Director of HR		Date: R 11-2018
Select One: <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Revised Job Description (indicate previous position title): Same title, responsibilities updated		
Position Classification (for internal purposes): Management-Strategic		
Status: <input checked="" type="checkbox"/> Full-Time; <input type="checkbox"/> Part-time; <input type="checkbox"/> Temporary (length of assignment):		# of hours/week: 40+
FLSA Classification: <input type="checkbox"/> Non-exempt; <input checked="" type="checkbox"/> Exempt		
Location: Office <input checked="" type="checkbox"/> Portland office preferred; will consider D.C. office		Remote <input type="checkbox"/> Remote location(s):
Position Reports To (title): COO		Department: HR

Organization: Across the nation, Compassion & Choices works to create a society that affirms life and accepts the inevitability of death, embraces expanded options for compassionate dying, and empowers everyone to choose end-of-life care that reflects their values, priorities and beliefs. To make this vision a reality, we improve care, expand options and empower everyone to chart their end-of-life journey.

Position Summary: This position is primarily responsible for the overall management, administration, coordination and evaluation of the human resource function and for helping C&C to realize a diverse and inclusive culture and workforce. Follows best practices and trends in human resources in the following key areas: employee relations, performance coaching, recruitment support, compensation analysis, professional development, employee engagement transactional activities, onboarding; and diversity & inclusion.

Essential Duties and Responsibilities: Core duties and responsibilities include the following:

Essential Responsibilities

- Develops and administers various human resources plans and procedures for all company personnel.
- Plans, organizes and manages activities of the department. Working with the COO, develops department goals, objectives and systems.
- Contributes to C&C's Diversity & Inclusion by working across the organization to ensure staff are approaching their hiring and management with diversity and inclusion best practices front and center. Serves on D&I team to develop best in class programs, sponsorships, events, communications, and employee experiences that promote diversity and inclusion within C&C. Brings D&I issues/concerns to the appropriate individuals with recommendations on how to address/resolve.
- Manages all HR database maintenance and payroll related activities...including bi-weekly payroll processing and all necessary reports; pay adjustments; terminations, pay and other related changes..
- Implements and annually updates the compensation program; writes/rewrites job descriptions as necessary; job audits; conducts annual salary surveys and develops amounts/ranges for positions; analyzes compensation for equity, etc.
- Manages the performance evaluation program (i.e., adding new employees or changes to current employees to the annual review schedule; sending out advance evaluation notifications; tracking progress, sending reminders, HR review of evaluations, coordinating payroll notices, etc.); and revises as necessary.
- Develops, recommends, implements and manages personnel policies and procedures; prepares and maintains publication of policies and procedures on C&C intranet; performs benefits administration to include working with PEO (TriNet) and COO on annual re-evaluation / determination of plans / contributions for the annual benefit year.
- Assists hiring managers with recruitment efforts for all staff positions with diversity and inclusion at the forefront...to include writing and placing internal and external postings; works with supervisors to screen and interview candidates; conducts reference checking; assists hiring manager with offer details; prepares offer letter for hiring manager's signature; extends job offers in manager's absence.
- Coordinates on-boarding process...includes sending new employee on-boarding forms/information; criminal background check; setting employee up in HR database (TriNet) and time cards (NetTime); employee bio; welcome emails to new employees, etc.
- Conducts new employee orientation HR/Payroll/Benefits new employee orientation training; coordinates company-wide new-employee orientation sessions.
- Coordinates termination process...includes conducting exit interviews, initiating termination paperwork/process, processing final checks, etc.
- Establishes and maintains department / personnel records and reports – to include, organizational charts; employee directory; Roles & Responsibilities, employee bio, etc.
- Evaluates reports, decisions and results of department initiatives in relation to established goals. Recommends new approaches, policies and procedures to effect continual improvements in efficiency of department and services performed.

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- Ensures compliance with all federal, state and local employment laws.
- Support of all C&C efforts as requested; including, but not limited to, activities such as identifying prospects, briefing donors, alerting staff of fundraising opportunities, reaching out to donors, participating in phone-athons, etc.
- Timely and accurate completion of related reports (such as company credit card statement, performance reviews, time cards, etc.).
- Demonstrates commitment to and active support of C&C's Diversity & Inclusion program.
- Other duties as required.

Supervisory Responsibilities: None

Values: Must be energized by the idea of working at an organization with the following values:

- **Compassionate** in our conviction that dying patients should be free of unwanted treatment, suffering or outside interference.
- **Respectful** of the autonomy of individuals to decide what end-of-life options are best for them and their family.
- **Courageous** in our willingness to confront the toughest end-of-life health challenges, disrupt the broken status quo and protect an individual's right to self-determination.
- **Credible** in all our education, advocacy and partnerships — our efforts are grounded in objective research and demonstrable facts.
- **Resilient** in our capacity to respond to opportunities and threats in the movement so that we can achieve our vision as quickly as possible.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

- **Adaptability** - Adapts to changes in the work environment. Manages competing demands. Changes approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information. Collects and researches data. Uses intuition and experience to complement data. Designs work flows and procedures.
- **Business Acumen** - Understands business implications of decisions. Displays orientation to profitability. Demonstrates knowledge of market and competition. Aligns work with strategic goals.
- **Change Management** - Develops workable implementation plans. Communicates changes effectively. Builds commitment and overcomes resistance. Prepares and supports those affected by change. Monitors transition and evaluates results.
- **Cost Consciousness** - Works within approved budget. Develops and implements cost saving measures. Contributes to profits and revenue. Conserves organizational resources.
- **Critical Thinking** - Ability to actively and skillfully analyze information and convert that analysis into effective and efficient solutions; Develops ideas to achieve organizational goals; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision making process.
- **Customer Service (Internal/External)** - Manages difficult or emotional customer situations. Responds promptly to customer needs. Solicits customer feedback to improve service. Responds to requests for service and assistance. Meets commitments.
- **Dependability** - Follows instructions, responds to management direction. Takes responsibility for own actions. Keeps commitments. Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
- **Detail oriented** – Possesses extreme attention to detail; catches own errors early on.
- **Diversity** - Demonstrates knowledge of EEO policy. Shows respect and sensitivity for cultural differences. Educates others on the value of diversity, promotes a harassment-free environment. Builds a diverse workforce.
- **Ethics** - Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and ethically. Upholds organizational values.

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- **Initiative** - Volunteers readily. Undertakes self-development activities. Seeks increased responsibilities. Takes independent actions and calculated risks. Looks for and takes advantage of opportunities. Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity. Meets challenges with resourcefulness. Generates suggestions for improving work. Develops innovative approaches and ideas. Presents ideas and information in a manner that gets others' attention.
- **Interpersonal Skills** - Works as a team player with others (staff, volunteers, etc.); Provides information to staff/volunteers on volunteer activities; Ability to communicate effectively with diverse audience; Focuses on solving conflict, not blaming; Maintains confidentiality; Active listening skills; Keeps emotions under control; Remains open to others' ideas and tries new things. Accepts feedback from others; Gives appropriate recognition to others. Maintains confidentiality.
- **Judgment** - Displays willingness to make decisions. Exhibits sound and accurate judgment. Supports and explains reasoning for decisions. Includes appropriate people in decision-making process. Makes timely decisions.
- **Leadership** - Provides guidance and mentoring to others. Active listening skills. Strong emotional intelligence (EI); Remains open to others' ideas and tries new things. Exhibits confidence in self and others. Inspires and motivates others to perform well. Effectively influences actions and opinions of others. Accepts feedback from others. Gives appropriate recognition to others. Results oriented.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions. Demonstrates group presentation skills. Participates in meetings.
- **Organizational Support** - Follows policies and procedures. Completes administrative tasks correctly and on time, supports organization's goals and values. Benefits organization through outside activities. Supports affirmative action and respects diversity.
- **Planning/Organizing** – Effectively prioritizes and plans work activities. Uses time efficiently. Plans for additional resources. Sets goals and objectives. Strives to increase productivity. Organizes or schedules other people and their tasks. Develops realistic action plans. Works efficiently and with minimal supervision.
- **Problem Solving** - Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions. Works well in group problem solving situations. Uses reason even when dealing with emotional topics.
- **Quality** - Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards. Completes work in timely manner. Strives to increase productivity. Works quickly.
- **Self-Management** – Strong time management skills.
- **Teamwork** - Balances team and individual responsibilities. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Contributes to building a positive team spirit. Puts success of team above own interests. Able to build morale and group commitments to goals and objectives. Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses. Pursues training and development opportunities. Strives to continuously build knowledge and skills. Shares expertise with others.
- **Written Communication** - Writes clearly and informatively. Edits work for spelling and grammar. Varies writing style to meet needs. Presents numerical data effectively. Able to read and interpret written information.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

Minimum Qualifications

- Bachelor's degree and 5 years Human Resources experience (preferably at a manager level) or 10 years Human Resources experience in progressively responsible levels...or equivalent combination.
- Active SHRM Senior Certified Professional (SHRM-SCP) and/or SPHR credential; knowledge of current trends in Human Resources.
- Experience includes:
 - Significant role in developing a diverse and inclusive culture and workforce.

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- Outstanding written and verbal communication skills.
 - Strong facilitation skills.
 - Using diplomacy and tact to build strong relationships and motivate staff.
 - Strong project coordination.
 - Generating reports; analyzing and interpreting the data.
 - Business process analysis and/or improvement.
 - Ability to analyze and implement processes, policies and procedures.
 - Organization, accuracy, attention to detail and ability to manage multiple tasks.
 - Google cloud; Microsoft Word, Excel and Outlook.
 - Working with cross-functional teams.
 - Non-profit and department-of-one preferred.
- **Mathematical Skills:** Ability to setup and manage spreadsheets using basic mathematical calculations.
 - **Reasoning Ability:** Ability to define problems, inductive and deductive reasoning...collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
 - **Computer Skills:** Working knowledge of document, spreadsheet, presentation software (e.g., Google Cloud; HR/Payroll software, Internet software, Word Office Suite).

Other Qualifications

- **Certificates, Licenses, Registrations:** SPHR and/or SHRM-SCP (or equivalency)
- **Travel:** Minimal travel (5%)...possibility of over-night; would include travel to another C&C office, conference, retreat, meeting, etc. 5% travel.

Environmental

- **Physical Demands:** 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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit for longer periods of time. The employee is occasionally required to stand and walk (includes maneuvering through airports and hotels). The employee must occasionally lift and/or move up to 25 pounds.
- **Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate and typical of that found in an office environment. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions.

Approved by Sr. Leadership:		Title	Date
Print Name: Trish Bernstein	Signature  re:	COO	11/20/18