

JOB DESCRIPTION

TITLE Director, Human Resources		TEAM Senior Team
GRADE 6	FLSA Exempt	REPORTS TO President and Chief Executive Officer
DATE 3/26/2021		REVISED

EXPECTATION FOR ALL EMPLOYEES:

Support the mission, vision and values of the United Way of Delaware (UWDE), Delaware 2-1-1 (DE211) and Delaware Racial Justice Collaborative (DRJC). When appropriate, participate in various after hours and weekend activities. Due to the leadership role UWDE, DE211 and DRJC are called upon to play in the community, it is the expectation that this position will be fully engaged in community meetings, events and activities.

POSITION SUMMARY:

The Director, Human Resources will partner with executive leadership to develop Human Resources (HR) strategies to support the growth and well-being of UWDE, DE211 and DRJC. This position will lead the HR function ensuring the successful implementation of all HR strategies and execution of all disciplines, such as organizational and professional development, talent acquisition, compliance, employee relations, compensation and benefits. As a member of the UWDE Senior Team, this position reports to the President and Chief Executive Officer, contributes to decisions surrounding the future of the organization and how HR will contribute to its continued growth.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

ESSENTIAL FUNCTIONS

- Assist in creating and facilitating training and professional development opportunities for staff.
- Assist with the development of employee engagement programs to promote a positive work culture including annual staff surveys.
- Lead the attraction, recruitment, onboarding, retention, engagement and exit process, culture and procedures for the organization
- Manage the performance appraisal process for staff.
- Conduct exit interviews and identify trends.
- Maintain HR related files and documents to ensure compliance with all local, state and federal regulations and best practices.
- Maintain the employee handbook and assist in the development and implementation of personnel policies and procedures.
- Respond to employee relations issues; assist in guiding managers during the employee disciplinary process and ensure proper documentation.
- Monitor employee eligibility for benefit plans; review benefits with employees; process benefits enrollment, cancellation, or changes; manage open enrollment communication and election process.
- Review and approve all invoices from human resources service providers.
- Develop HR budget and monitor results.
- Manage leave of absence process and return to work of FMLA, STD and LTD claims and workers' compensation including all necessary communication for both internal and external parties.
- Assist the CFO with payroll and other joint finance and human resources related tasks.
- Leverage technology to track and report all HR related data and information.
- Perform other job-related duties as assigned.

QUALIFICATIONS AND KNOWLEDGE REQUIREMENTS:

EDUCATION

- Bachelor's degree in human resources or related field or equivalent education, training and experience.

EXPERIENCE

- Minimum ten years of experience in a human resources generalist role.

SKILL REQUIREMENTS

- Strong communication skills, including ability to effectively communicate with diverse groups and influence change throughout the organization.

- Ability to appropriately handle sensitive and confidential information.
- Ability to work closely with other departments to advise and resolve issues as needed.
- Ability to multi-task, manage changing priorities, and work well under pressure; be detail oriented.
- Experience with conflict resolution.
- Non-Profit experience a plus.
- Knowledge of all federal and state regulations pertaining to employment.

CORE COMPETENCIES

- **Critical Thinking and Creative Problem Solving** – Is able to address and manage complex issues to achieve desired results. This includes the ability to gather, interpret and use relevant data to drive strategy development, make decisions and drive for results.
- **Planning and Implementation** – Is a leader and takes initiative in planning and developing initiatives within impact areas to achieve results that drive collective community outcomes.
- **Results-Driven** – Our staff is dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Relationship Building** - Develops and maintains strategic relationships that generate the resources necessary to support United Way’s mission.
- **Entrepreneurial and Innovative** - Creatively seeks new opportunities to generate revenue and other resources that add greater value to the organization and the community.
- **Community Collaborator** - Engages diverse stakeholders to accurately and effectively assess community needs with credibility, authenticity and humility strategically guides UWDE to contribute to the community’s priorities; Is an effective and passionate communicator, articulating the UWDE message in a way that inspires others to act in service to the organization and the community needs.
- **Embracing and Managing Change** - Champions and facilitates change to ensure long-term community sustainability. He/she adapts successfully to changing needs while maintaining positive relationships with all constituents, internal and external.

PHYSICAL/ENVIRONMENTAL

- Statewide travel (use of personal vehicle, valid driver’s license and proof of insurance) are required.
- Occasional out-of-state and overnight travel may be required.
- Environmental conditions include the ability to work indoors and outdoors year-round.
- Ability to stand, walk, bend, reach, and sit for extended (eight hours or more) periods of time.
- Ability to lift minimally 25lb objects and move from one place to another.

ACKNOWLEDGEMENT OF UNDERSTANDING: The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

PRINT EMPLOYEE NAME

EMPLOYEE SIGNATURE/DATE