

Crusader Community Health Job Description

Job Title: Human Resources Manager
Job Status: Exempt
Job Grade: 26
Manager Title: Vice President Human Resources

POSITION SUMMARY:

The Human Resources Manager provides day to day leadership of the Human Resources department. This position provides leadership over recruiting, performance management, new employee onboarding, training and development, policy development and documentation, Human Resources regulatory compliance, employee relations, compensation and benefits administration. This position reports to the Vice President Human Resources.

ESSENTIAL FUNCTIONS:

- Demonstrate the qualities outlined in the “The Crusader Way- Customer Service Standards of Excellence” program when interacting with patients, their families/friends, and fellow employees.
- Provides day to day leadership to the Human Resource department, managing the Human Resources Generalist and the Human Resources Administrator.
- In conjunction with Crusader leadership, manages the full recruitment process for exempt, non-provider and technical hourly positions. Provides guidance and leadership to other members of the Human Resources team on recruitment related matters.
- In conjunction with Crusader leadership, recommends updates and changes to job descriptions as necessary.
- Provides oversight to the Human Resources team to ensure new employees have met all of the background and licensing verifications and employee health related requirements, prior to starting with Crusader.
- Provides technical knowledge and advice to Crusader’s leadership team.
- In conjunction with the Vice President Human Resources, maintains personnel policies ensuring compliance with Federal, State and local law, and updates employment handbook as necessary.
- Trains Crusader leadership on Human Resources policies, guidelines and processes. In conjunction with the Human Resources Administrator, coordinates leadership development series for managers, with a goal of offering ongoing professional development.
- Manages employee relations concerns by overseeing investigations, disciplinary actions, and terminations. In conjunction with the Vice President of Human Resources, assists with Provider Employee Relations concerns. Provides guidance and leadership to other members of the Human Resources team on employee relations related matters. Consults with legal counsel as appropriate on employment situations.

- Completes unemployment hearings as required and ensures departmental compliance is maintained as it relates to unemployment filings and hearings.
- Completes exit interviews for Directors and Managers and assists the Vice President of Human Resources with Provider exit interviews. Works with the members of the Human Resources department to analyze exit interview data trends and recommend solutions or better processes, as needed.
- Provides oversight to employee reasonable accommodation procedures, ensuring an effective interactive process occurs and is appropriately documented and communicated to individuals involved.
- In conjunction with the Vice President Human Resources, recommends compensation changes based on market analysis data. Provides guidance and oversight to members of the Human Resources team on compensation administration.
- Provides planning and development recommendations for Crusader's benefit plans and gives guidance and assistance to the Human Resources Administrator as needed.
- Develops and maintains Human Resource related metrics and in conjunction with the Vice President Human Resources analyzes the data to recommend changes that will continue to improve Crusader operations.
- Completes EEO-1 reports, benefit and salary survey questionnaires, and other required organizational reports.
- Under the direction of the Vice President Human Resources, reviews and recommends modifications to applicable contracts that relate to the Human Resources Department.
- Participates and represents Human Resources in organizational meetings. Facilitates and provides leadership over the monthly "In the Loop" meeting.
- In conjunction with the Vice President Human Resources, recommends options to measure employee engagement.
- In conjunction with the Vice President of Human Resources and other leadership, develops and maintains relationships with local educational institutes to promote Crusader to their students as an employer of choice.
- In conjunction with the Executive Leadership Team and the Communication and Marketing Coordinator, plans the annual All Clinic in Service meeting.
- Completes other projects with the Vice President Human Resources.
- Other duties assigned by the Vice President Human Resources or designee.

EDUCATION/EXPERIENCE/TRAINING:

Education:

- Bachelor's degree in Human Resources or Business Administration/Management or equivalent required

- SHRM Certified Professional (SHRM-CP) or Professional Human Resources (PHR) preferred

Experience:

- Minimum of three to five years of progressive leadership experience in all areas of Human Resources

Knowledge of:

- All aspects of State and Federal employment law and regulations
- Human Resources best practices
- Benefits administration
- Compensation administration
- Recruitment and talent management practices

Technical Knowledge:

- Microsoft Office software specifically Word, Excel, Outlook, PowerPoint and OneNote
- Office equipment including computers, telephone system, fax machine, and scanners
- Human Resources Information Systems

Ability to:

- Follow CCH policies and guidelines
- Supports the Mission of the organization
- Comply with the standards as outlined in the Code of Ethical and Professional Standards of Human Resources Management
- Effectively present information and respond to questions from Crusader Board of Directors, managers, employees, and the general public
- Demonstrate professionalism by approaching others with respect and in a tactful manner
- Lead and promote a team-based environment
- Lead teams to adapt to changes in the work environment
- Make decisions in accordance with laws, ordinances, regulations and established policies
- Negotiate opposing views and help to obtain acceptable middle ground
- Maintain a dual focus, advocating for employee needs while considering organizational goals and objectives and working to ensure these are mutually accomplished
- Be detail oriented with the ability to work with minimum/no supervision
- Write clearly and informatively, edit work for spelling and grammar, and vary writing style to meet needs
- Write reports and routine business correspondence
- Develop, analyze and clearly communicate Human Resource metrics
- Manage multiple projects simultaneously
- Maintain the confidentiality and records of employee data and confidentiality of organizational strategic initiatives
- Identify and resolve problems in a timely manner
- Follow through on commitments
- Manage difficult or emotional employees or situations
- Travel between locations and to local or out of state seminars

Physical Requirement Form

Job Title: Human Resources Manager

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting		X		
Standing			X	
Walking			X	
Climbing				X
Bending				X
Pushing / Pulling				X
Carry / Lift				X
1-15lbs				
15-30lbs				X
30-50lbs				X
Fine hand / Eye Coordination		X		
Keyboarding Dexterity	X			
Exposure to Blood and Body Fluids				X
Exposure to Extreme Heat, Cold, Temp Fluctuations				X
Exposure to Hazardous Chemicals				X
Concentration on Detail	X			
Oral Communication	X			
Written Communication	X			

Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: _____

Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities 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.