



Human Resources Director

About Tri-County Community Action Agency (TCCAA)

Tri-County Community Action Agency (TCCAA) is a private non-profit community action agency in Rhode Island that was formed as part of our nation's War on Poverty in 1965. With 14 locations, employing over 300 employees, and an annual budget of \$30M, TCCAA provides a wide range of comprehensive and coordinated services to over 25,000 community residents, including: Family Medicine & Dental Care; Behavioral Health Services & Substance Use Counseling; Head Start & Early Head Start; Adult and Youth Education; Family Development and Prevention Services; Social Services, WIC Nutrition Program, Food Bank, Home Heating & Energy Assistance; and Employment and Training Services. Our mission is to "to empower and create opportunities for vulnerable individuals and families in our community to become socially and economically self-sufficient through integrated social, educational, health, prevention and other basic needs services." We are catalysts for change helping to eliminate the causes and effects of poverty to create a high quality of life for those less fortunate in our communities. We do this in keeping with our strongly held core values: empathy, innovation, integrity, respect, collaboration, and passion.

Human Resources Director

Reporting to the President/CEO the Human Resources Director leads the Human Resources department and works collaboratively across the organization to plan, direct, and coordinate all human resources initiatives. Working closely with the CEO, COO and CFO (The Leadership Team), the Human Resources Director develops and implements HR policies, procedures, and initiatives including talent management, succession planning, compensation and benefits, employee relations, performance, training, and development. This position will monitor the application of policies, procedures, and HR programs to insure they are consistently administered and aligned with organizational goals, mission, and culture, and are in compliance with professional standards, as well as state and federal laws and regulatory requirements.

Principal Duties and Responsibilities:

- Works in partnership with the Leadership Team to develop and implement HR practices and programs that maximize employee engagement and retention, ensuring that human resources policies and programs are aligned with the mission of TCCAA and our strategic organizational objectives.

- Maintains, develops, implements, and communicates the organization's policies and procedures, insuring federal, state, local and healthcare and Head Start specific regulatory compliance to minimize organizational risk.
- Ensures HR provides high levels of service to employees and is welcoming, accessible, and responsive.
- Works with the Leadership Team to develop and implement an overall talent acquisition and workforce planning strategy, collaborating with line management, local and regional schools, and professional organizations to build a talent pipeline for key positions.
- Oversees the full cycle recruiting process. In conjunction with hiring managers, directs and performs recruitment and selection by ensuring effective planning, sourcing, assessment and interview techniques and tools to hire and place well-qualified candidates on a timely basis.
- Ensures all certifications, privileging and credentialing information, background and medical records are compliant with requirements for new hires and staff recertification.
- Directs and implements the on-boarding program ensuring all required documentation and trainings take place.
- Monitors employee morale, keeping leadership informed of opportunities for positive recognition as well as key challenges. Advises leadership on employee engagement strategies to build a positive, inclusive culture consistent with the vision, mission, and values of TCCAA.
- Brings people together; is a credible, respectful, visible leader who facilitates communication and relationship building across the organization.
- Handles employee relations issues and leads investigations; serves as internal coach and consultant ensuring fair and equitable treatment of employees while minimizing agency liability.
- Provides advice and counsel to managers on a variety of human resource areas including employee handbook interpretations and employee relations and performance management, and in conjunction with the Leadership Team insures consistent application across the organization.
- Works closely with the Leadership team to develop and implement a diversity, equity, and inclusion strategy for the organization.
- Coaches employees on subjects such as career development, leadership and performance development plans; supports employees during implementation of change management initiatives.
- Develops human resource related training plans and programs with a strong focus on leadership development; leads, organizes, and coordinates with third party providers to deliver programs, workshops, and activities.
- Manages the performance management program, including an annual performance evaluation which is fair, consistent and drives employee accountability.
- Works with the Leadership Team to develop compensation, benefit and recognition programs and advises them on a total rewards program that enables the organization to attract and retain qualified staff that is competitive externally, equitable internally, current, and cost-effective within the guidelines

of the organization's budget parameters and grant requirements. Develops communications to support this effort.

- Ensures the integrity of HRIS systems, employee database information and all relevant employee records. Performs HR administrative duties, monitors HR metrics, analyzes data, and provides pertinent reports and recommendations.
- Manages the annual Affirmative Action Plan, provides necessary data and reports. Ensures all documentation is always kept in order and audit ready. Monitors objectives, communicates requirements to leadership and tracks progress.
- Hires, coaches, mentors, supervises, and evaluates HR staff, providing appropriate opportunities to develop skills and knowledge.
- Remains current on HR trends and legislation (e.g., OSHA, EEO, ERISA and FLSA, etc.). Provides direction and training to managers regarding the interpretation and changes in employment and labor laws.
- Performs other related duties as required and assigned.

Education and Experience:

- Bachelor's degree in Business Administration, Human Resources or other related field from an accredited university is required; HR certification preferred; Master's degree or advanced coursework is a plus.
- A minimum of eight to ten years of Human Resources experience required; at least 3 years in a leadership role such as an HR Director, Regional Director, Senior Manager or equivalent. Experience in a non-profit organization required; knowledge of community healthcare programs and regulations and/or Head Start preferred.
- A true HR generalist, with experience as a HR practitioner dealing with the full scope of HR matters in a dynamic, fast-paced environment is essential. Must be hands-on and capable of producing work with limited staff.
- Experience facilitating teams and coaching leaders to manage change.
- Experience developing creative and effective recruiting programs required.
- Experience with HR technology to streamline processes, improve overall administrative efficiency and increase employee services preferred.

Knowledge, Skills and Competencies:

- Commitment to the mission of the organization, the clients we serve and the employees who deliver our services.
- Solid knowledge of current HR practices, HR employment laws, wage and hour, health and safety regulations and compliance and benefits administration.
- On-going HR professional and leadership development.

- Proactive and results oriented.
- Team player, trusted leader who collaborates with others; works well across the organization and outside partners and agencies.
- Project management skills.
- Superb interpersonal and communication skills, verbal, written and listening– ability to communicate clearly and promptly in all mediums with all levels of staff, with diverse populations and personalities.
- Strong influencing skills and a consultative approach, able to resolve conflict; listens carefully and respects the views of others.
- Demonstrated ability to handle difficult situations with the utmost professionalism, discretion, confidentiality, objectivity, compassion, empathy, and a calm temperament.
- Excellent organization and time management skills, with the ability to quickly assess situations and reprioritize work and schedules accordingly.
- Strong computer skills in Microsoft Word and Excel. Proficiency with HRIS, recruiting and payroll systems required.
- Bi-lingual in Spanish is a plus.

Physical Demands and Work Environment:

- Work environment is normally an office environment. However, there may be circumstances where working remotely (from home) is required.
- Able to sit at a workstation, concentrate viewing computer screens for an extended period of time.
- High utilization of office equipment, phone, computer, printer, etc.
- Able to travel locally to multiple locations.

The physical demands described are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions

Contact

This is an excellent opportunity for a passionate, experienced HR professional who is truly committed to making a positive contribution to the community. Compensation will be commensurate with experience and qualifications. Salary range minimum is \$105,000.

Tri-County Community Action Agency is an equal opportunity employer and fully committed to a culturally diverse staff. People of color, LGBTQ/T candidates, and people of diverse backgrounds are encouraged to apply.

For more information on [TCCA](#)

Candidates should submit a resume and cover letter describing their interest in this position, references, and salary requirements to: Careers@tricityri.org