

SYCAMORE SERVICES, INC.
POSITION DESCRIPTION

TITLE: Director of Human Resources and Quality Assurance

DEPARTMENT: Administration

Job Analysis Conducted: December 2012

Revised: Feb 2019

Note: Statements included in this description are the essential functions of this position. Other non-essential functions may be assigned.

Relationship

Reports to: CEO

Supervises: QA Coordinator, Intake Coordinator, Field Training Coordinator and HR Assistant

Internal contacts: Departmental Staff; Administrative Staff; Participants

External contacts: Applicants; Recruitment Sources; Training Providers; Safety Inspectors; Benefit Providers

Work environment: 80% Office; 20% Community

Scheduled work hours:

Job Summary

The Director of Human Resources and Quality Assurance is responsible for implementing HR/QA policies and programs and managing all aspects of employee relations and development. The Director will manage performance management, training, compensation and benefits administration, and employee counseling services. Prepare and administer program budget, with administrative oversight. Oversee staffing of agency by directing recruitment, conducting interviews, coordinating job offers and overseeing new hire orientations. Determine the training needs of the agency and coordinate organizational efforts. Ensure compliance with internal policies and all applicable safety regulations. Establish procedures for ensuring that a consistently high level of quality is maintained in all programs throughout the agency in accordance with funding source and accreditation regulations, agency policies and customer satisfaction. Participate in internal and external audits and follow up on non-conformities.

Job Qualifications

1. Bachelor's Degree in Business, Human Services, or a related field required.
2. Minimum two years human resources experience required.
3. Minimum one-year supervisory experience.
4. Knowledge of recruitment methods, learning theories, labor laws and OSHA regulations.
5. Ability to communicate effectively, make presentations and write concise reports for all levels of employees.
6. Knowledge of CARF standards preferred.
7. Knowledge of Team Building and Total Quality Management philosophies preferred.
8. Excellent verbal and written communication skills.
9. Ability to travel between offices and community sites. Must possess a valid driver's license.
10. Ability to work non-standard/flexible schedule.
11. Ability to lift a minimum of 35 pounds; upper body leverage strength required.

Essential Functions

- A. Recruitment
 - 1. Oversee communication with department directors and/or designees to determine staffing needs.
 - 2. Oversee internal and external job posting process as necessary.
 - 3. Oversee the screening of applicants based on position requirements and job offers.
 - 4. Oversee interview process.

- B. Human Resources
 - 1. Lead the design, development and implementation of programs, policies and strategies tailored to meet organizational needs and program goals.
 - 2. Assist Executive Management in the annual review, preparation and administration of agency wage and salary program.
 - 3. Work directly with department directors and/or designees to assist them in carrying out their responsibilities on personnel matters including policies and procedures, terms and conditions of employment, absence management, restructuring of services, and performance management in order to ensure a consistent and fair approach to people management.
 - 4. Work in conjunction with the CFO for coordination of employee benefit programs.
 - 5. Provide other consultative services to the business units.
 - 6. In consultation with the Executive Management, prepare and implement the annual HR Plan to support the overall strategic aims and objectives of the Agency by identifying, designing, and implementing strategic HR projects, as and when required.
 - 7. Keep up to date with legal developments and advise management on compliance and risk factors.
 - 8. Manage investigations, disciplinary and grievance matters in conjunction with the Department Directors, Quality Assurance Coordinator and Executive Management for consumers and agency staff.
 - 9. Provide advice and guidance on individual employee relations cases, ensuring that these are well managed and meet the requirements of the Agency, best practice, and employment legislation.
 - 10. Develop, implement and maintain annually and as necessary, agency policies and procedures to ensure effective, fair and consistent management throughout the Agency, and ensure that the staff handbook is comprehensive and up-to-date.
 - 11. Responsible for development of and performance to service line budget and financial goals. Work with Executive Management to develop an implementation plan for Human Resource Department that supports the Agency's strategic plan.

- C. Quality Assurance
 - 1. Consult with management to resolve quality problems.
 - 2. Interact with internal and external customers to identify opportunities to improve quality and provide feedback to leadership team.
 - 3. Work with leadership team to develop specific training to meet the needs identified by auditing.
 - 4. Co-chair HRC committee as agency representative.
 - 5.
 - 6. Manage BDDS, CARF, and other state or outside agency audits for agency. Be the contact person for the outside agencies.
 - 7. Work in conjunction with Department Directors to manage and maintain quality indicators as set forth by funding agencies and other regulations.

- D. Personnel
1. Ensure the confidentiality of personnel records and information.
 2. Supervise maintenance of personnel files by managing the information held on the HR database and personnel files to ensure it is updated in a timely and accurate manner and complies with any legal or data protection policies.
 3. Oversee annual employee satisfaction survey. Compile results to present to Executive Management during strategic planning session.
 4. Monitor and review the system of performance appraisal and continually develop as necessary, ensuring that annual and probationary appraisals are carried out in a timely manner and followed up.
 5. Create and revise job descriptions as necessary.
 6. Follow up individual development needs and source external training provision as requesting by Department Directors and/or QA Coordinator and monitor training costs against budget.
 7. Oversee Crisis Intervention training annually and during new hire orientations.
- E. Safety
1. Manage worker's compensation claims and return to work program, ensuring agency compliance with regulations.
 2. Manage annual review of safety and personnel policies in coordination with Quality Assurance Coordinator.
 3. Serve as co-chair of the Safety Committee
 4. Ensure agency policies and practices are in compliance with OSHA, CARF, and State regulations.
- F. Sycamore Services Team
1. Champion organizational mission, vision and philosophies.
 2. Provide excellent customer service.
 3. Interacts regularly with the leadership team to ensure the service line's operational priorities are aligned with the total organization direction.
 4. Perform other duties as needed.

Approved

Date