



job description: director of culture & employee relations

organization information

Position Title: Director of Culture & Employee Relations

Location: Whatcom & Skagit Counties

Reports to: Executive Director

Hours: Full-Time, exempt position

Starting Salary Range: \$61,954 - \$69,055; salary dependent on relevant qualifications, education, and experience.

Women, people of color, transgender individuals, and members of other underrepresented communities are strongly encouraged to apply.

Mission: At Northwest Youth Services, we affirm youth experience and autonomy, as we work together to foster collective healing and justice, in order to dismantle the systems of oppression that perpetuate youth homelessness.

Core Values:

Community – We promote interdependence and recognize that everybody needs a community to thrive. We know that we are stronger together.

Justice & Liberation - We believe that it is critical to acknowledge, name, and actively work to dismantle the historic systems and societal structures that fuel crisis and poverty.

Humanity - We work with respect and compassion for each other and believe that everyone deserves to belong: to be safe, heard, and valued.

Accountability – We believe that no one is done learning; as a community we hold each other to a high standard, and work to educate, grow and heal together.

Vision: Guided by our core values and commitment to becoming an Anti-Racist organization, Northwest Youth Services envisions a community in which all young people are seen as catalysts in creating a just and liberated society that supports each of our unique journeys through life.

job mission

This position is responsible for ensuring that all Culture & Employee Relations (Human Resources) - related personnel activity is conducted in accordance with applicable local, state, and federal law; that all employees are supported by effective and person-centered personnel policies and procedures; and that employee satisfaction remains a key focus in the development of organization policies and budget priorities.

This position ensures legal compliance and implementation of the organization's mission and talent strategy.



core competencies

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

Influence: Motivate, persuade, and excite others; adjust style to fit situation; have presence and confidence.

Strategic Thinking: Communicate strategy to team members; develop and maintain long-term plans and continuously measure progress toward them.

Visioning: Create a preferred future for young people; communicate the vision enthusiastically; attract others to the vision.

Problem Solving & Decision Making: Approach problems and decisions methodically; isolate causes from symptoms; commit to action; demonstrate sound judgment.

High Standards: Model excellence; hold staff accountable for quality outcomes; require continuous improvement.

Drive/Energy: Exhibit stamina, endurance; passionate about their work; motivated to excel.

Relationship Building: Recognize importance of relationships; devote energy to cultivating relationships.

Organize & Planning: Plan and organize so that work is accomplished effectively; prioritize multiple competing tasks; maximize use of available time.

Communicativeness: Actively seek and share information; create an open and accessible environment that encourages flow of information.

Integrity: Must be honest and take responsibility for actions.

Positive Impact: Have a passion for Northwest Youth Services' mission and vision; conviction about the capacity of people to grow and change.

Change Agility: Able to embrace needed change; able to provide and implement feedback; effective in the face of ambiguity.

Creativity: Resourceful in finding ways to improve and advocate for change when necessary; fosters creativity in others.

Sensitivity: Communicates empathy and respect of individuals; ability to be appreciative of diversity

key responsibilities

Leadership:

- Offer vision, creativity, and enthusiasm to employees and community members to generate positive thinking and best practices for young people;
- Maintain meaningful involvement with consumers, advocates, and community partners;
- Collaborate with the Executive Director and the team of Directors to develop a sustainable leadership model;
- Participate in creating and maintaining a workplace that values diversity and is free of racism, sexism, heterosexism, and other discriminatory practices;
- Maintain and improve on a collaborative and cohesive team of professionals committed to the mission delivery;
- Continue to foster and improve an organizational culture that builds on our core values of youth engagement and partnership; and
- Assist with the creation of a positive and collaborative culture that attracts and sustains top talent at all levels of the organization.



Management:

- Annually reviews and makes recommendations to executive management for improvement of the organization's policies, procedures and practices on personnel matters;
- Upholds the policies of NWYS and responds to staff inquiries regarding employment policies;
- Maintains knowledge of industry trends and understanding of federal and state employment laws and legislation and ensures organization's compliance;
- Implements a culture that promotes diversity, equity, and inclusion;
- Assists executive management in the annual review, preparation and administration of the organization's wage and salary program;
- Consults with legal counsel as appropriate on personnel matters with approval of executive management;
- Works with supervisors to assist them in carrying out their responsibilities on personnel matters;
- Recommends, evaluates and participates in staff development for the organization;
- Supervises the staff of the Culture & Employee Relations pillar;
- Creates and administers HR actions for hiring, separation, promotions, transfers, wages and benefits;
- Responds to employee inquiries regarding all employee relations (HR) and employment issues;
- Takes the lead in development of personnel policy and procedure creation and updates;
- Administers insurance benefit plan, including plan participation renewal and selection process, staff enrollment and termination, COBRA;
- Administers Agency retirement plan and determining eligibility for employer contribution;
- Works closely with Finance Team to ensure timely processing of payroll related documents;
- Notifies staff of and administers paid time off benefits including vacation leave, sick leave, FMLA leave, Military Leave, along with associated benefits continuation;
- Administers all worker compensation claims and related reports; processes all injury claims, and works with employees and supervisors regarding general questions and the accommodation of Return to Work restrictions;
- Manages the recruiting and hiring process; collaborates with supervisors in facilitating all steps of hiring, including creating and updating job descriptions, checking references, establishing wages, creating and communicating conditional and final offers;
- Manages delivery of new hire orientation and ensures completion of onboarding activities for new staff;
- Ensures that all staff receive Workplace Harassment Prevention training and, in collaboration with the Director of Community & Healing Services, and other trained staff, co-develops and conducts personnel related trainings;
- Maintains required employment posters and other legally required documents;
- Responsible for record retention and document/file/HR Systems audits, ensuring compliance with federal, state and local laws and regulations;
- Participates in the analysis, selection and implementation of HR computer program such as ADP and new systems designed to increase efficiencies and strengthen HR's ability to provide information to directors, managers, and staff;



- Maintain the highest level of confidentiality with employee information and files and conducts investigations as defined in NWYS policies to ensure adherence to policies
- Determines necessary communication to the Executive Director and/or Board Chair as needed. Keep supervisor informed of issues and concerns related to program, staff, and youth;
- Follows Agency policies and procedures, RCW's, WAC's, and other applicable external regulations;
- Represent the Agency in a positive and professional manner;
- Maintains SHRM credential through training credits and pursue training and skills pertinent to the position; and
- Other duties as assigned.

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and depth perception. While performing these job duties, the employee is regularly required to listen to others and provide verbal feedback. The employee is required to frequently sit for extended periods of time, stand, walk, climb, or balance.

qualifications

Minimum Education and Experience

- Degree in a related field and/or SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP) credentials and 3 years of human resources experience, or 5 years of human resources experience;
- Strong interpersonal, organizational, and communication skills;
- Proficient with Word, Excel, and general office machines;
- Must be 21 years of age or older;
- Proof of Washington State Driver's License, driving record, and auto insurance;
- Requires full COVID vaccination (may consider accommodation for medical or religious reasons); and
- Must pass background checks.

Required within first 30 days of employment:

- CPR/First Aid/Blood borne pathogens certifications required;
- Must have a negative TB test; and
- Full understanding of the CPS reporting requirements.

Preferred Education and Experience

- Master's degree in Human Resource Management.

Northwest Youth Services is an Equal Opportunity employer. Employment is based upon individual qualifications without regard to race, color, sex, religion, national origin, citizenship, age, marital status, veteran status, disabilities, political ideology, sexual orientation, or any other legally protected status. Alumni of foster care and those who have experienced youth homelessness are encouraged to apply.



