



Division: Administration
Department: Human Resources
Position Title: Human Resources Director
Report To: Chief Executive Officer
FLSA: Exempt

General Summary: UHC Health Centers (UHC) is a community-based 501(c)3 not-for-profit Federally Qualified Health Center (FQHC). UHC provides high quality primary healthcare and related services to the community. Strategic HR leadership while being involved in the administration of several HR functions, including employee relations, compensation, compliance and employee benefits. The Human Resources Director is a Human Resources management position responsible for directing and coordinating the policies and practices of human resources including staffing, compensation, benefits administration, and Equal Employment Opportunity Commission (EEOC), daily operations of the HR department and ensuring UHC is, in compliance with all federal and state laws and all funding sources.

Essential Job Responsibilities:

1. Directed by the UHC CEO to execute in ensuring compliance with state and federal requirements; support implementation of HR initiatives involving organizational culture, change management, leadership development, and career development. The Human Resources Director is to navigate a broad professional human resources tasks to support policies and programs including onboarding, compensation, performance appraisal processes, complaint investigation, and data analysis.
2. Responsible for advising the UHC key officials of matters relating to Human Resources administration including legislation, regulations and policies.
3. Directs and ensures the development of the Human Resources departmental plans, goals, mission, policies/procedures, and budget. Ensures selection, training, monitoring, and evaluation of Human Resources departmental staff. Proposes HR program changes and recommendations.
4. Develops/implements human resources plan for the UHC Executive Management Team including recruitment, selection, promotion/ transfer, orientation, compensation administration, and labor relations in collaboration with UHC Executive Management Team. Educates/advises all UHC departments on personnel issues including termination, labor disputes, and morale. Provide HR subordinate staff consultation and advisory services to employees and management on matters such as recruitment, classification, compensation and automated systems.
5. Oversees the conduct of compensation surveys and recommends changes to ensure all UHC department remains competitive with market rates for wages/salaries and benefits. Responsible for policy development, records and reports.
6. Maintains/monitors records of worker's compensation, equal employment opportunity (EEO),

Americans with Disabilities Act (ADA), Family Medical Leave Act (FMLA)(when applicable), unemployment, and other employee claims. Reviews exit interview data. Recommends changes to policy and training to ensure compliance with laws and regulations.

7. **Oversight of the Credentialing & Privileging vendor:** Credentialing is "the process of assessing and confirming the license or certification, education, training, and other qualifications or a licensed or certified healthcare practitioner." Privileging is "the process of authorizing a health care practitioner's specific scope and content of patient care services." Human Resources Director to ensure HRSA annual compliance, adhere to all federal, state and local laws.
8. Responsible for UHC health care benefits and/or services covered under the UHC health insurance benefits plans. Maintain education and engagement with UHC employees concerning covered UHC Health Benefits plans and excluded services, as defined in the health benefits insurance plan's coverage documents. Have knowledge of covered benefits and excluded services, as defined in federal and state program rules.
9. Accountable for maintaining the management of the UHC 403(b) plan, which is a tax- sheltered annuity (TSA) plan offered to employees.
10. Participates in any/and all Human Resources Workgroups and UHC Committees, as assigned. Network with HR consultants can help, short or long-term, with HR initiatives, compensation and benefits strategies, and total rewards packages. Position UHC for success: maximize productivity, elevate organizational effectiveness, improve employee engagement, and attract, retain and motivate employees.
11. Design a monthly HR Recap Meeting with all UHC Departments.
12. Receive internally Interns from outside entities.
13. Utilize litigation representatives for Human Resources consulting.
14. **Payroll and Compensation Responsibilities**
 - a) Set up and maintain functional payroll systems
 - b) Streamline and document compensation procedures
 - c) Audit payroll transactions to ensure all amounts and payment dates are accurate
 - d) Approve one-time or permanent changes in payroll (e.g. salary increases, tax deduction, bonuses, expense reimbursements)
 - e) Train HRBP who are involved in payroll on tax regulations and best practices
 - f) Manage payroll discrepancies quickly and efficiently
 - g) Ensure compliance with all payroll and tax laws
 - h) Collaborate with Finance and HR to create payroll reports and forecasts
 - i) Prepare onboarding material that will help new hires understand the UHC's compensation and benefits policies
 - j) Coordinate external audits
 - k) Answer payroll-related questions from UHC employees
 - l) Stay up-to-date with labor legislation and any changes in employee insurance and tax regulations

15. Oversight and supervise HRBP Principal Tasks:

- a. In preparing reports by collecting, analyzing, and summarizing data and trends; work with leaders to effectively create performance plans, ensure effective documentation and collaboration with compliance and/or legal; conducts necessary workplace investigations, and ensures effective tracking and responses to claims; owns administrative activities including HR reporting, metrics, verifications, headcount, and exit process and employee transactions. This position will also require skill in the delivery of classroom presentation and training materials.
- b. Supervise HRBP to ensure that all clinical personnel are documents are received for credentialing and privileging.
- c. Other duties as assigned; other appropriate HR tasks from time to time. Provide technical and administrative advice, instruction and counseling to HRBP.

16. Practices and ensures open-door policy to encourage UHC employees to discuss grievances. Facilitates peer-to-peer and employee–manager discussion/mediations.

17. Provides training to UHC Executive Management Team in concert with Human Resources use and application of automated systems. Utilize HRBP with application of automated systems as backup (when needed).

18. Recommends and facilitates employee recognition efforts and events.

Required Education and Experience Master’s degree from an accredited university/ college or equivalent or four to 5 years’ related experience or training, or equivalent combination of education and experience.

Preferred Education and Experience – (Master of Public Administration, Master Health Administration or Master Human Resources) degree from an accredited university/ college or equivalent of 10 years’ or more related experience or training, or equivalent combination of education and experience.

Other Requirements: Preferred SPHR, SHRM-CP, or SHRM-SCP. Current Notary Public certification, (preferred)

Performance Requirements: Knowledge:

1. Knowledge of federal and state employment/labor laws, clinic policies.
2. Knowledge of how to conduct wage/salary and employee satisfaction surveys; to mediate personnel grievances/disputes; to analyze human resources data for critical indicators.
3. Knowledge of compensation/benefits administration.

Skills:

1. Skill in staying abreast of the latest in employment, labor, compensation, government regulations related to personnel.
2. Skill in gathering/analyzing objective and subjective data on personnel matters and facilitation resolution.
3. Skill in advising/educating managers on human resources best practices including employee training, motivation, development, discipline/ termination.

Abilities:

1. Ability to role model effectively with many types of people at all levels including as an employee advocate, a manager counsel, and a physician resource.
2. Ability to direct the best use of the human resources management information system in reporting statistics.
3. Ability to communicate effectively in written and verbal form.

Equipment Operated: Standard office equipment including computers, fax machines, copiers, printers, telephones, etc.

Work Environment: Position is in a well-lighted office environment. Occasional evening and weekend work.

Mental/Physical Requirements: Involves sitting approximately 90 percent of the day, walking or standing the remainder.