



JOB DESCRIPTION

DEPARTMENT: Administration
TITLE: Human Resources Manager
STATUS: Full-Time Exempt
REPORTS TO: Chief Program Officer
REPORTING STAFF: No

AGENCY OVERVIEW: Westside Children's Center (WCC) gives at-risk children and children living in poverty the foundation they need to increase their life choices and lead fulfilling lives. For over 25 years, WCC has been providing thousands of at-risk children and their families with critical, high-quality early education programs, family strengthening interventions for families at-risk of abusing or neglecting their children, foster care and adoption services, and a range of vital, integrated services, including disability screenings, nutrition, dental and vision screenings, and pediatric health consultations.

JOB SUMMARY: The Human Resources Manager is responsible for the planning, development and implementation of the organization's human resources function, which includes employee recruitment, legal and programmatic compliance, onboarding, training, performance management, benefit implementation, policy development and creation of a positive and team-oriented organizational culture.

From Monday-Friday the Human Resources Manager will work from the Culver City WCC office. Evenings and weekends may be required.

ESSENTIAL JOB DUTIES:

General Duties

- Oversee the Human Resources Department
- Develop, recommend, and implement personnel policies and procedures and ensure they are consistently applied throughout the organization
- Participate as a member of the agency-wide Performance and Quality Improvement Team, provide updates on human resources operations and data obtained

Recruitment & Hiring

- Oversee employee recruitment, including development of job descriptions, development and implementation of recruitment strategy, and advertisement for open positions
- Screen employment applicants including vetting candidate cover letters and resumes
- Conduct reference verification, and extend verbal and written offers of employment
- Process pre-employment documentation, including hiring requisitions, employee action forms, health screenings, background checks

Employee Life Cycle Management

- Create and implement onboarding process to welcome new employees to WCC and set them up for success
- Process onboarding documentation including paperwork required to place employees on payroll.
- Create new-employee personnel files
- Conduct new-employee orientation and explanation of benefits
- Ensure that personnel files contain program-specific documents, diplomas, transcripts, licenses, teaching credentials, etc.
- Track annual documentation renewal including auto insurance, licenses, certifications, etc.
- Conduct annual salary surveys, analyze employee compensation, and make recommendations
- Partner with third-party benefit administrators to ensure competitive employee benefits and facilitate annual open enrollment process

Legal & Programmatic Compliance

- Ensure compliance with all Local, State, and Federal employment laws
- Ensure that employees are associated to appropriate Community Care Licenses and process exemption requests as required
- Maintain and update employee handbook policies and procedures
- Maintain personnel records and conduct annual audit of personnel files
- Develop and maintain affirmative action program; file EEO-1 annually; maintain other records, reports and logs to comply with to EEO regulations
- Produce risk management, staff injury and incident reports, and process worker's compensation claims

Training & Professional Development

- Oversee new-employee mandatory trainings including HIPAA, crisis prevention, mandated reporting, and CPR certification
- Oversee supervisor training regarding sexual harassment, effective management strategies, employee coaching, and performance evaluation

Employee Performance Management

- Oversee implementation of annual performance evaluation process and ensure timely employee evaluation
- Assist with development and implementation of comprehensive and fair organization-wide performance evaluation system
- Act as a resource for employees with work-related concerns, provide solution-orientated suggestions and facilitate resolution of issues
- Oversee progressive discipline including employment termination, and participate in disciplinary meetings
- Ensure that employee grievance process is fair and effective and that all complaints are equitably addressed in a timely manner
- Oversee the fair, thorough and timely investigation of internal and external personnel-related complaints

Organizational Culture & Employee Morale

- Create and implement employee relations policies, practices and procedures necessary to establish a positive organizational culture and supervisor-employee relationships and promote a high level of employee morale and motivation
- Conduct annual employee engagement survey, evaluate data obtained, and develop strategies for employee engagement and retention
- Maintain staff and client confidentiality, and HIPAA compliance
- Coordinate agency-wide activities

Other duties as assigned

EDUCATION & QUALIFICATIONS:

- A bachelor's degree and five years of human resources or talent development experience
- Three years of management experience
- Knowledge of and experience with California employment laws, compensation, benefits administration, employee relations, and recruitment
- Experience creating and implementing organization-wide policies and systems
- Strong attention to detail and accuracy, the ability to prioritize and organize multiple projects, meet deadlines, analyze issues, think creatively, problem-solve and multi-task
- Excellent interpersonal, conflict resolution and coaching skills including patience and the ability to work well with employees at all levels
- Ability to maintain neutrality and create a safe environment for employees to raise concerns
- High level of interpersonal skills with the ability to facilitate conflict resolution and handle sensitive and confidential situations and documentation
- Excellent verbal and written communication skills
- Commitment to teamwork and creating a culture that is supportive of employees
- Excellent computer skills required – Word, Excel, Software applications
- Experience working with diverse groups and populations
- Passionate about learning and issues affecting children and families
- Access to reliable transportation
- HR Certification preferred

Westside Children's Center is an equal opportunity employer, encourages all applicants, and seeks to hire qualified staff who reflect the rich diversity of the communities we serve. We define diversity in broad terms to include race, ethnicity, nationality, age, gender, religion, sexual orientation, gender identity and expression, disability, geography, socio-economic status and other unique attributes that make us who we are.