



313 Jefferson Ave
Toledo, OH 43604
419.720.7883 ext. 212

General Function:

The Director of Human Resources is directly responsible for guiding and managing the overall administration, coordination, provision and evaluation of the Human Resources services, policies, and programs for the organization which includes: recruitment, employment, compensation, labor relations, benefits, credentialing & privileging, and training & development.

Duties:

This position will manage the following duties and others as required and assigned:

- Reviews and makes recommendations to the executive management team and Personnel Committee for improvements to the organization's policies, procedures and practices regarding personnel matters.
- Create, revises, writes and presents personnel policies and procedures to the CEO, Executive Management Team and Board for review and approval.
- Communicates changes in the organization's personnel policies and procedures and ensures that proper compliance with those policies and procedures.
- Maintains knowledge of industry trends and employment legislation and ensures the organization's compliance.
- Works directly with and advises department managers in appropriate resolution of employee relations and other personnel matters.
- Responds to inquiries regarding policies, procedures and programs.
- Ensures that personnel and supplemental files are maintained in compliance with Federal, State and organizational guidelines.
- Ensures that employment notices, postings, and other labor law related information remains current.
- Investigates employee accidents and prepares reports for BWC, TPA and MCO.
- Coordinates or conducts exit interviews to determine reasons behind separations.
- Represents the organization at personnel-related hearings and investigations.



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- Acts as the designated Employee Representative (DER) for the Drug Free Workplace Policy.
- Develops and maintains a human resource information system(s) that meets the organization's personnel information needs.
- Supervises the staff of the human resources department and is responsible for the performance management of the employees in that department.
- Participates on various committees and special projects.
 - Is a member of the Executive Management Committee
 - Is a member of the Quality Improvement Committee
- Consults with legal counsel as appropriate, or as directed by the CEO, on personnel matters.
- Oversees the overall recruitment, selection, hiring and onboarding processes for the organization.
- Meets regularly with HR staff responsible for recruitment activities to ensure recruitment, selection, hiring and onboarding activities are being performed timely and in accordance with organizational standards.
- Analyzes wage and salary data and assists the CEO and CFO in the review, preparation and administration of a competitive wage and salary program for the organization.

Benefits:

- Administers benefits programs such as life, health, and dental insurance, pension plans, time off, leave of absence, and employee assistance.
- Maintains records of benefits plan participation such as health, dental, life, insurance and pension plan.
- Responsible for the annual benefits open enrollment.
- In conjunction with the CFO (Chief Financial Officer) ensures that the organization's pension plan is administered in accordance with regulations and in accordance with the terms of the plan.
- Completes the annual 5500 reporting.



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- Ensures compliance with the annual ACA (Affordable Care Act) reporting.
- Keeps staff current on changes to organizational benefit plans.

Credentialing, Privileging and FTCA:

- Leads, coordinates, monitors and maintains the credentialing and privileging process by obtaining all information required for the credentialing and privileging of organizational staff for both internal and external purposes according to the organizations Credentialing and Privileging Policy.
- Identifies issues that require additional investigation and evaluation. Validates discrepancies and ensures appropriate follow-up. Presents areas of concern to the organization's Chief Executive Officer and Chief Medical Officer as appropriate.
- Presents the organization's Credentialing and Privileging Policy to the organization's board for review and approval according to HRSA requirements; no less than every third year.
- Responsible for the completion of the annual FTCA (Federal Tort Claims Act) application.

Training and Development:

- Oversees the overall Training and Development activities for the organization. Recommends, evaluates and participates in staff development, as needed.
- Meets regularly with HR staff responsible for training and development activities to ensure activities are being performed in accordance with organizational standards.
- Ensures the HR staff responsible for training and development prepare and distribute the annual staff training calendar. Ensure the annual calendar includes All Staff Meetings, New Employee Orientation, and CPR Trainings.

Attendance

- Regular physical attendance at the worksite(s) is an essential function of this position as a number of job duties and responsibilities cannot be performed remotely.

Lifting Requirements:



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- **Sedentary Work** – Exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

Physical Requirements:

- Stand or sit, walk, Use hands/fingers to handle or feel, stoop, kneel or crouch, talk/hear, see, push or pull, reach, and repetitive motion.

Hazards and Atmospheric Conditions:

- Limited exposure to dust and electrical hazards, in relation to the storage of files and the operation of office equipment.

Equipment and Tools:

- Equipment: Computer, Copier, Printer, Scanner, Typewriter, Telephone, Filing Cabinets, 10-key calculator.
- Tools: Letter opener, Hole Punch, Scissors, Staple Remover, Stapler, Tape Dispenser, and Writing Utensils.
- Organizational Vehicle: Does drive organizational vehicles.

OSHA Category:

- Category III – Normal routine involves no exposure to blood, body fluids or tissue and as part of their employment, incumbents are not called upon to perform or assist in emergency care or first aid.

Skills/Qualifications

- Bachelor's degree preferred, but not required
- Exceptional writing and personal communication skills essential.
- Must be task oriented, strong oral skills and must be comfortable speaking in public.



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- Minimum of two (2) years management experience in human resources/personnel setting necessary.
- Human Resource Certification such as SHRM-CP, SHRM-SCP, PHR or SPHR strongly preferred

Desirable Skills and Traits

- Ability to communicate effectively with a broad cross-section of groups and individuals with exceptional speaking, reading comprehension and writing skills.
- Should have leadership and teaching abilities.
- Must have knowledge of personnel practices.
- **Active listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Social Perceptiveness** — Being aware of other's reactions and understanding why they react as they do.
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Service Orientation** — Actively looking for ways to help people.
- **Negotiation** — Bringing others together and trying to reconcile differences.
- **Systems Analysis** — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- **Systems Evaluation** — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- **Time Management** — Managing one's own time and the time of others.



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