



Human Resource Manager Job Description

WTLC is an equal opportunity employer

Job Title	Human Resources Manager
Reports To	Chief Executive Officer
FLSA	Full-Time; Exempt

AGENCY OVERVIEW

Founded in 1976, WTLC is the oldest domestic violence program in Orange County and the third oldest in the nation. Originally established as an emergency shelter, WTLC has since evolved into a multiservice organization dedicated to ending the cycle of violence through a trauma-informed, survivor-driven approach. Today, we are equipped to respond to the nuanced needs of survivors of both domestic violence and human trafficking, and we continue our tradition of evolving to meet their needs through the constant pursuit of innovative programs and evidence-based best practices.

Our programs fall under three major categories: Bridge Housing, Supportive Services, and Community Education and Advocacy. Through our three-fold approach, WTLC strives to meet the needs of survivors of any gender, their children, and survivors often not served by other programs. Uniquely tailored to the needs of survivors and their families, our programs rooted in the understanding that there is no one-size-fits-all approach to safety, recovery, and self-sufficiency.

POSITION SUMMARY

Under the direction of the CEO, the Human Resources (HR) Manager is a critical member of the Leadership Team and supports WTLC's mission, values, employees, and culture with exceptional personal sensitivity and skill. The HR Manager is a collaborative partner that supports staff and management in all departments to create a thriving workplace environment of excellence and foresees areas of opportunity for improvement that will positively impact productivity and efficiency throughout the organization.

The HR Manager will support the creation of policies and procedures to develop a workplace where all staff can feel safe, engaged, inspired, and productive. The HR Manager will also support the organization in attracting, retaining, and managing human resources to meet the current and future needs of the organization.

ESSENTIAL DUITES

Human Resources Management

- Creates and maintains an effective HR infrastructure that promotes professional development and supports retention
- Manages talent acquisition process, organization's benefits, and navigating leave of absence procedures
- Works closely with the Accounting Team with payroll and benefits administration
- Leads performance management and evaluation strategies and processes
- Collaborates with the Senior Leadership Team to understand the skills and competencies required for open positions as well as future growth of the departments
- Conducts research and analysis of organizational trends within human resources
- Ensures compliance and manages HR risk
- Creates and revises employment policies and procedures to comply with federal and state employment laws, regulations
- Manages and processes worker's compensation claims
- In collaboration with the Safety Committee, evaluates worker's compensation claims to prevent future occurrences
- Processes unemployment paperwork, employment verifications, disability, EDD paperwork
- Manages COBRA administration
- With support from the Accounting Team, prepares annual reports and notices
- Maintains and updates onboarding and exit paperwork according to applicable laws and regulations

Employee Relations and Retentions

- Develops and recommends solutions to employee relations issues, including performance, conflict, and workplace accommodations
- Develops and implements the organization's employee retention programs
- Provides a welcoming, approachable, and reliable sounding board for employees with concerns, maintaining confidence as appropriate
- Serves as a link between management and employees by handling questions, helps resolve work-related concerns, and supports management by providing guidance
- Coaches and guides supervisors in managing staff, including development of professional development and work plans, resolving conflicts, managing performance issues, etc.
- Educates new and current employees of benefits available to them through informational benefit meetings
- Assists with leading the Employee Engagement Committee to implement staff initiatives that promote wellness, team-building, and other engagement activities
- Conducts exit interviews and work with the Senior Leadership Team to evaluate data and identify gaps and areas of improvement

Other Responsibilities

- Adheres to the highest ethical and professional standards
- Attends any required meetings, conferences, and events as needed
- Performs other tasks as assigned

QUALITIES & QUALIFICATIONS

Qualities:

- Possesses a strong commitment to the mission, policies, goals, and values of WTLC
- Committed to leading with humility, approachability, and accessibility; helping team members grow and learn by being a mentor and coach
- Possesses a strong commitment to the self-reflection and interpersonal work needed to create an inclusive environment
- Results and solution-oriented
- Able to work independently as well as within a team; set and achieve high performance goals and meet deadlines in a fast-paced work environment
- Demonstrated ability to exercise good judgement and maintain confidentiality
- Creative thinker, joyful collaborator, self-starter, and detail-oriented
- Willingness and ability to travel to meetings, events, and other WTLC events (as COVID-19 restrictions allow)

Qualifications:

- Minimum 3 years' experience of human resource management experience
- Bachelor's degree in a related-field; graduate level degree is a plus
- Passion for and knowledge of issues and challenges faced by employees in nonprofit organizations
- Excellent analytical, strategic thinking, and problem-solving skills; ability to innovate, with capacity to create or seize opportunities to HR effectiveness and organizational outcomes
- Excellent verbal and written communication skills; including confidence and comfort with speaking in front of variety of audiences
- Excellent computer and technology skills including proficiency with MS Office 365 and other web-based databases and platforms
- 40-Hour Domestic Violence Training Certification (can complete during introductory period if needed)
- Has not been a participant of WTLC services for at least three (3) years
- Possession of a current and valid CA driver's license, a vehicle, liability insurance meeting CA state minimum requirements and an acceptable driving record

COMPENSATION & BENEFITS

- This is a full-time, exempt position, with a salary range of \$65,000 – \$75,000 annually. Salary offer will be dependent on experience
- We provide 2 weeks PTO to start which increases over time (3 weeks after 2 years, 4 weeks after 5 years, 5 weeks after 10 years); 2 wellness paid days, 1 civic engagement paid day, and 11 paid holidays
- Alternate work schedule (4 days/ 10 hours) option available
- Generous benefits including 100% covered in WTLC's sponsored health, dental, vision, and AD&D insurance with Employee Assistance Program; and 403(b) retirement plan with up to 4% match

OUR COMMITMENT TO DIVERSITY AND INCLUSION

At WTLC, we believe outstanding people are the key to our success. We value a diverse and inclusive workplace, and strongly encourage people of color, LBTQIA+ individuals, gender non-conforming individuals, and formerly incarcerated people to apply.

As an equal opportunity employer, we recruit and hire with the understanding of systemic oppression and lived reality of people with marginalized identities. We also recruit and hire without regard to race, national origin, religion, gender, gender identity, sexual orientation, disability, marital status, veteran status, or age.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Alternate work schedule (4/10) or regular (5/8) schedule, flexible to work evenings and weekends, as needed. Regularly required to sit and use hands and fingers; intact vision abilities required. Occasionally required to lift and/or move heavy objects.

To be considered for this position, please email a cover letter and resume to careers@wtlc.org with "Director of Programs" in the subject line. No phone calls please.

For more information on WTLC, please visit our website at www.WTLC.org.