

AVONDALE HOUSE POSITION PROFILE

TITLE: **Director, Human Resources**
REPORTS TO: **Chief Executive Officer**
DIRECT REPORTS: **Receptionist/Administrative Coordinator**

PRIMARY ROLE:

Drives all aspects of Avondale House’s strategic and tactical talent strategies. This includes forecasting, sourcing, acquiring, developing, evaluating, rewarding, deploying, retaining and engaging talent. In addition the incumbent is responsible for ensuring that Avondale House is compliant with all applicable employment related laws and regulations.

SUMMARY:

The Director of Human Resources, reporting to and partnering with the Chief Executive Officer, plays a critical role in developing and implementing Avondale House’s talent strategy. The incumbent is an organizational expert in the field of HR and a strong advocate for the HR function. As a member of the leadership team, the Director of HR works collaboratively with other team members and serve as an advisor on all human resources matters and affairs of the organization. This includes developing and implementing a talent plan that guarantees that the overall growth and sustainability of Avondale House is delivered by an engaged and highly competent workforce. This position requires a combination of a “think on your feet” strategic business partner with a with a tactical “roll-up your sleeves “approach to resolving HR issues

COMPETENCIES

HR Strategic Skills

- Understands, respects and is a key champion of the unique aspects of Avondale’s culture, tradition and mission;
- Responsible for developing and implementing long-term HR strategy;
- Ability to identify and articulate Avondale’s present and future talent requirements;
- Networks with a variety of industry contacts (associations, trade groups, non-profit professionals) to create talent pipelines, benchmark programs and remain well informed about emerging trends and practices in the field of HR;
- Is adept at using a variety of recruitment tactics, assessing applicant skills, and working with management to make employment decisions;
- Ensures that managers are knowledgeable about and equipped to participate in every step of the talent process (forecasting, sourcing, placing, onboarding, retention, performance management, termination and compliance);
- Has the ability to create, implement and administer a meaningful performance management system and work with managers to review performance data and develop individual development plans;
- Collect and analyze data in markets in order to make recommendations to executive leadership about total reward programs (compensation structure, benefit programs, and alternative rewards.)

HR Tactical Skills

- Administer employee benefit programs including communication, enrollment and changes;
- Develop and maintain open and active lines of communication with the workforce;
- Remain up-to-date on all employment related legislation and regulations and then develops, implements and communicates policies that ensure Avondale's consistent compliance;
- Consult with managers on all HR related issues to ensure consistent application and administration of HR policies, procedures and programs;
- Is adept at working with managers and employees to deal with difficult HR issues;
- Maintain appropriate employment and other related files in accordance with legal requirements.

Leadership/Ethics/Professionalism

- Demonstrate high standards of performance and ethical behavior;
- Model integrity: adheres to the organization's mission, vision, values guiding principles and policies;
- Has a comprehensive knowledge of all key functions of Avondale House and the unique characteristics of operating in a "not for profit environment;"
- Take a stand on issues, and voices opinions appropriately and assertively;
- Place organizational goals over personal agendas;
- Hold oneself accountable and admits mistakes;
- Treat others with respect;

Adaptability/Flexibility/Learning Agility

- Model an open-minded attitude and is willing to try new ideas and methods;
- Propose and champions new initiatives;
- Deal effectively with ambiguity; knows when to ask for more structure or assistance;
- Learns quickly and actively applies lessons learned;
- Ability to apply lessons learned to new, ambiguous and often "unmapped" situations.

Relationship Management

- Understand the meaning and importance of political savvy and is adept at employing it in both interpersonal and organizational interactions;
- Develop internal and external networks to facilitate the attainment of Avondale's objectives;
- Manage conflict in a timely and appropriate manner;
- Displays self-confidence;
- Foster an environment in which issues can be raised and discussed;
- Build, nurture and maintain long-term relationships;
- Can be firm with others while maintaining positive relationships;
- Vary the style of interaction to the unique needs of different audiences;
- Consider how one's actions and decisions affect others before making commitments;
- Is available, approachable and responsive.

Consulting Services

- Set the tone and is the model on how to provide outstanding internal client service;
- Probe for and listen to the underlying needs (beyond those initially expressed and attempts to meet those needs);
- Anticipate unexpressed needs;
- Willing to go beyond the expected and offers clients extra commitment to build relationships;
- Thinks creatively to not only meet the needs of each client but to exceed them.

Communication

- Ensure that the Chief Executive Officer is kept fully informed on the status of the HR function and the important factors influencing it;
- Is proficient in both verbal and written forms of communication;
- Is clear, direct, concise and appropriately assertive in expressing ideas and opinions;
- Give consistent messages when communicating up, down and laterally within the agency;
- Uses tact and diplomacy to facilitate communication;
- Is adept at using the more subtle forms of communication such as influence, persuasion and negotiation;
- An active listener who acknowledges other perspectives;
- Provides and seeks timely, open and honest feedback.

Strategizing/Planning/Execution

- Develop clear action plans and timelines to drive action;
- Demonstrate the ability to work both strategically and tactically;
- Can see the “big picture” and understand the broad vision of the organizational strategy;
- Demonstrate an ability to check, adjust and adapt plans, and goals as situations change or revisions are made;
- Ability to get “buy-in” from colleagues and ensures that plans are aligned with Avondale’s strategic initiatives;
- Follows through to a conclusion within expected time limits;
- Is not discouraged by obstacles;
- Willing to “go the extra mile” to get the job done;
- Is secure enough to know when to ask for help, yet can work well independently with minimum supervision.

Decision Making/Problem Solving

- Display sound judgment and the ability to make reasoned decisions in difficult situations
- Understand when it is necessary to inform or obtain management approval before making key decisions;
- Consider multiple options for solving problems;
- Is more proactive than reactive;
- Look for solutions rather than simply identifying problems;
- Display creativity and innovativeness.
- Decisive; willing to take a stand on issues and make decisions.

Financial/Technical Acumen

- Has a working knowledge of financial fundamentals and reporting;
- Ability to develop, audit and explain budgets and financial plans;
- Demonstrates the ability to use technology to deliver the administrative work of HR and to connect people inside and outside of the organization;
- Understands the impact of social media and uses it responsibly to share information.