



**crosspoint** INC

*Building a stronger, safer San Antonio*

**Human Resources Director** (salary range \$85K - 105K depending on experience)

**Mission & Purpose:** Crosspoint builds safer and stronger communities by empowering individuals to lead productive lives. With the right combination of resources, services, and vision, we believe that successful community reintegration is possible. Crosspoint has provided a wide array of services to tens of thousands of Veterans, state hospital patients and formerly incarcerated men and women as well as individuals experiencing issues related to homelessness, mental illness, mental disability, and financial responsibility. Wherever there has been a need, Crosspoint has found a way to assist through mental health counseling, substance abuse treatment, life skills enhancement and/or transformational residential services. Through these services, Crosspoint has been able to help thousands of our citizens once again be productive members of the community.

**Summary:** The Human Resources (HR) Director plays a pivotal role in fostering a trauma informed and supportive workplace culture. This position is responsible for strategically developing and implementing HR policies and practices related to compensation and benefits, performance management, employee retention, payroll, compliance, recruitment, and organizational culture. The HR Director serves as a collaborative partner and trusted advisor to the leadership team, championing employee engagement and well-being. Additionally, the HR Director oversees HR and Support Services staff, ensuring that tasks are completed accurately, efficiently, while maintaining confidentiality and adhering to established timelines.

**Responsibilities:**

1. Develop and implement HR strategies aligned with the agency's strategic plan, ensuring approach is sensitive to the diverse needs of clients and staff.
2. Collaborating with the leadership team, create and maintain a trauma informed culture and an inclusive work environment of high employee engagement and team morale aligned with Crosspoint's mission, vision and values.
3. Design and implement comprehensive training programs that enhance leadership capabilities, effective communication, and performance management.
4. Lead and manage the recruitment and selection process to attract top talent.
5. Serve as a coach and resource to managers, guiding them in trauma-informed employee relations, conflict resolution, and disciplinary actions.
6. Oversee the employee performance review process, providing constructive feedback and support to promote continuous growth and improvement in a safe and affirming manner.
7. Oversee the administration of payroll and benefits, ensuring accuracy, confidentiality, and continuous process enhancements to better serve employees' needs.
8. Ensure the agency's new employee orientation and training programs are delivered in accordance with regulatory, policy, contract, and accreditation requirements, and are responsive to the needs of all employees.
9. Ensure timely completion of responses and reports related to unemployment, Worker's Compensation, affirmative action, attrition, accreditations, continuous quality improvement and other HR goals, maintaining professionalism and sensitivity throughout the process.
10. Ensure employees' professional credentials, employment references and background checks are completed on a timely basis and/or promptly submitted for funder oversight and approval and monitor employee professional licensing & credentials (including CPR) to ensure compliance with renewals.
11. Oversee centralized supply management to ensure resources are allocated equitably and efficiently, supporting the agency's operational and budgetary needs and oversee transportation staff to ensure safety and local laws are followed.
12. Maintains, secures and disposes of agency records per legal and agency retention requirements
13. Manage resignation and termination documentation, including abandonment notices, and conduct exit interviews with respect and confidentiality.
14. Performs other duties as may be assigned by the CEO.

**Supervision:** The Human Resources Director is under the direct supervision of the Chief Executive Officer. In addition, the employee is guided by agency policies and procedures.

**Education:** Bachelor's degree in Human Resources, Business Administration, or related field plus two years of relevant experience required. Four years of directly relevant experience plus at least one year of post-secondary education may be applied in lieu of a bachelor's degree.

SHRM-SCP, SPHR, or similar certification preferred.

**Required Knowledge, Skills and Abilities:**

1. Demonstrated ability to communicate with empathy, clarity, and professionalism, fostering a supportive and respectful environment for all individuals.
2. Strategic thinker able to integrate trauma-informed practices into aligning HR initiatives with agency values and priorities.
3. Proven leadership, coaching, and team-building skills, with a focus on creating safe and supportive work environments.
4. Comprehensive understanding of labor laws and human resources best practices.
5. Ethical Decision Making - understand ethical behavior and business practices and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the agency.
6. Crisis prevention and conflict resolution - knowledge of potential crisis situations or behavior, and the appropriate procedures to de-escalate the situation or minimize the likelihood of danger.
7. Initiative - demonstrate a willingness to work and persist to accomplish tasks even when conditions are difficult or deadlines are tight, setting challenging goals and can work independently.
8. Bilingual – English/Spanish preferred, with the ability to communicate effectively and sensitively across diverse populations.
9. Ability to exercise sound and independent judgment in managing employee and client needs.
10. Valid Texas Driver's License, vehicle and insurance.
11. Must be prepared for a flexible schedule, requiring 24/7 on call availability, per duty officer rotation schedule.

**Please submit cover letter, resume and salary requirements to  
[josie.rodriguez@cpsatx.org](mailto:josie.rodriguez@cpsatx.org)**