



HUMAN RESOURCES DIRECTOR

Reports to: Chief Executive Officer

Classification: Full-Time, Exempt

Salary Range: \$100K-\$115K

Department: Human Resources

Date: March 2025

IWS Family Health: Over 110 Years of Empowering Futures for Chicago's Youth

In 1911, the Infant Welfare Society of Chicago was founded to address one of Chicago's most urgent public health crises: infant mortality caused by unpasteurized milk. At the time, babies across the city were dying from preventable illnesses. IWS stepped in to provide pasteurized milk and essential support to new mothers, saving countless lives.

Today, in 2024, IWS continues its work of ensuring access to quality healthcare, now tackling one of Chicago's most critical issues: the need for preventive healthcare for children and their families in underserved communities. When we don't ensure access to medical, dental, and behavioral healthcare, children face immediate consequences such as illness, chronic pain, developmental delays, or poor academic performance.

IWS Family Health provides comprehensive, integrated care to children and their families, helping them thrive regardless of their financial situation.

SUMMARY:

We are seeking an experienced Human Resources Director to work with our dedicated and talented team. Reporting to the CEO, this leader will partner with the executive leadership team to strategically align organizational resources through the creation and implementation of an organizational people strategy encompassing staffing plans, policies, and practices that strengthen the organization's structure, processes, and culture.

THE ROLE:

The Human Resources Director is responsible for leading a broad range of HR processes and programs, including Recruitment, Retention, Hiring, Onboarding, Compensation, Benefits, Performance Management, Compliance, Training and Development, Safety, and HR Operations.



The HR Director is also integral to fostering a healthy organizational culture, modeling organizational values and nurturing trust and employee engagement. As a human resources content expert, the HR Director provides guidance and support to staff on programs and policies.

ESSENTIAL DUTIES AND JOB RESPONSIBILITIES:

Recruitment, Hiring, Onboarding, Offboarding, and Succession Planning

- Develop strategies to identify talent. Establish and conduct recruitment and hiring process for all employees from collaborating with managers on crafting job descriptions, ensuring effective internal and external recruitment communications and collateral, to extending job offers.
- Manage and conduct general organizational onboarding and orientation for new employees in collaboration with the leadership team. Develop and standardize onboarding expectations, schedules, protocols, and procedures across organization.
- Work with credentialing specialist and/or credentialing vendor and Chief Medical Officer to ensure timely credentialing and privileging of new providers, including preparing credentialing and privileging packet for board review.
- Manage and conduct offboarding of staff, including exit interviews. Analyze data and make recommendations to the executive leadership team for corrective action and continuous improvement.
- In collaboration with the executive leadership team, maintain and update a leadership succession plan for the team, and proactively identify and create development plans for new leaders.

Professional Development and Performance Management

- Assess organizational needs and identify and support opportunities for management and employee professional development and growth. Work with leaders to identify personnel challenges or talent gaps and collaborate to develop solutions to address them.
- Oversee performance management activities including ongoing feedback, documentation of performance issues, annual performance evaluations, and performance improvement plans.
- Collaborate with the executive leadership team to develop and implement new performance management approaches, tools, and systems.



- Maintain knowledge of industry trends and best practices in workplace development and change management.
- Provide performance management guidance to supervisors and support them in carrying out their responsibilities on personnel matters (supervision/coaching, mentoring professional development, and disciplinary actions). Provide supervisors and staff members with coaching and resources to help resolve and prevent interpersonal and team conflicts and adapt to different leadership styles.
- Identify and coordinate ongoing training for staff members, including annual trainings (e.g. workplace safety, HIPAA, sexual harassment), skills-based training, and other trainings as needed; in consultation with leaders, design and implement a management training program for supervisory staff.
- In collaboration with the executive leadership team, identify departmental training needs, and assist directors with finding appropriate training resources. Ensure that training is being offered to all employees across all programs. Monitor and evaluate success of training programs, following up to ensure training objectives are met.

Regulatory Compliance

- Guide management and employee actions by researching, developing, writing, and updating policies, procedures, methods, and guidelines following all applicable laws and regulations.
- Provide leadership and direction to ensure compliance with all local, state, and federal employment-related laws and regulations. Advise management on necessary actions in alignment with current employment law requirements and provide guidance and training to staff as required.
- Maintain in-depth knowledge of changing employment regulations and implement policies, procedures, and systems by participating in educational opportunities, working with legal counsel, reading professional publications, maintaining personal networks, and participating in professional organizations/committees, to ensure regulatory compliance and reduce the organization's legal risks.

Culture and Employee Relations

- Oversee employee events and appreciation activities in collaboration with the staff engagement group Dynamic Angels.
- Assess and advance employee engagement and satisfaction.
- Serve as HR contact for all employees. Proactively engage employees to improve working relationships, build morale, and increase productivity and



retention. Communicate openly and frequently, keeping staff informed on benefit resources, organizational events, and other pertinent information.

- Provide leadership and partner with management and employees to develop, communicate, and administer human resource policies and procedures that will maintain and improve employee relations and shape organizational culture.
- Exhibit understanding, sensitivity and responsiveness to cultural differences present in the agency's service and employee population. Oversee the creation and implementation of programs that build momentum for diversity, equity, and inclusion.
- Manage and resolve complex employee relations issues. Where applicable, conduct effective, thorough and objective investigations.

Compensation

- Develop and administer a consistent and progressive compensation program, including salary surveys and market research to ensure IWS is competitive within its market.
- Partner with Finance to establish an annual salary budget and provide training to managers on how to make compensation decisions.

Benefits Management and Payroll Support

- In partnership with Finance, monitor budgets for recruiting, training/staff development, and benefits programs.
- Manage all HR administration, including the organization's benefits programs, and provide payroll support to the Finance department. Work closely with the Finance Department to manage relationship with benefit brokers, coordinate annual Open Enrollment, and address employee benefits questions.
- Propose additional benefit options pertinent to the organization's workforce and available budget.

HRIS/Technology

- Maintain and maximize human resources information systems (HRIS), including tracking and applying relevant organizational/human resources metrics.
- Advance technology use in HR functions and activities to support programmatic and fiscal needs.



Strategy

- Collaborate with the executive leadership team to assess staffing requirements for grants, contracts, and all business functions and operations.
- Maintain knowledge of industry trends and best practices in workforce development and change management.
- Forecast current and future talent needs. Gain an in-depth understanding of agency priorities and translate into workforce planning. Provide input on departments restructurings, workforce planning, development, and succession planning.

QUALIFICATIONS:

<p><i>Education:</i></p>	<p>Bachelor’s degree in human resources, business administration or a related field required; advanced degree in human resources, business, public administration, or related field highly desirable; SHRM-SCP, SHRM-CP, or PHR certification strongly preferred.</p>
<p><i>Experience:</i></p>	<p>At least 8 years of related Human Resources experience with progressive leadership experience and exposure to benefit administration, employee relations, performance management, recruitment, HR information systems, and training and development.</p> <p>Minimum of three years of supervisory/personnel management experience; experience consulting and educating senior management on HR-related topics.</p> <p>Familiarity with strategic planning, data analysis, and organizational development.</p> <p>Deep understanding of current HR trends in compensation, benefits, and performance evaluation frameworks.</p> <p>Working knowledge of Chicago, Illinois and federal laws and regulations affecting employer practices and compliance requirements; specific knowledge of requirements for 501(c)(3) organizations and healthcare preferred.</p>



IWS FAMILY HEALTH

Demonstrated Competencies:

Communication: Demonstrates excellent oral and written communication skills. Able to influence through listening, speaking, writing, and presenting.

High Emotional Intelligence: Able to recognize, understand, and manage own emotions, as well as the emotions of others. Able to build strong relationships, communicate effectively, and handle interpersonal situations with empathy and sensitivity, fostering a positive work environment and resolving conflicts.

Learning Agility: Able to learn, adapt, and apply new skills and knowledge in various situations. Open to new experiences, seeking feedback, and continuously improving. Can navigate complex and changing environments effectively.

Change Management: Adept at applying process, tools, and techniques used to manage the people side of change to achieve required organizational outcomes. Able to prepare, support, and help individuals, teams, and organizations in making organizational changes, ensuring smooth transitions and minimizing resistance.

Project Management: Demonstrates ability to effectively plan, implement, and manage HR programs and functions. Has keen attention to detail.

Training and Development: Demonstrates training and development skills. Adept at identifying, expanding, and honing knowledge, skills, and attitudes to drive performance improvement.

Please submit cover letter and resume to both contacts below:
Heidi Ortolaza-Alvear at OrtolazaH@iwsfamilyhealth.org
Latonia Neeley at NeeleyL@iwsfamilyhealth.org