

FORKS COMMUNITY HOSPITAL

JOB DESCRIPTION

<u>JOB TITLE:</u>	Director Human Resources
<u>DEPARTMENT:</u>	Human Resources
<u>SUPERVISOR:</u>	Administrator
<u>DEPARTMENT HEAD:</u>	Administrator

JOB SUMMARY

Responsible for the development, implementation and administration of human resources programs, policies, practices and procedures that support FCH strategic goals and objectives. Directs and performs human resources management functions including employment, compensation, benefits, employee relations, labor relations, organization development, training and development, and risk management in the areas of safety, workers' compensation and unemployment insurance. Represents FCH in community, industry and professional interfaces.

JOB DUTIES AND RESPONSIBILITIES

Provides visionary human resources leadership for FCH and establishes human resources practices and procedures with moderate to high degrees of complexity. Contacts are normally made with others both inside and outside of FCH, including the Board of Commissioners, management and employees, employment applicants, members of related professional associations, governmental representatives and service and product providers such as insurance carriers or brokers, consultants and business product vendors. Dealings with contacts whether in person, by phone or in writing require a high degree of professionalism, courtesy, business acumen and confidentiality.

- 1) Develops, recommends and implements policies, practices and programs to meet current and future human resources needs of FCH. Advises and provides support to the FCH Board of Commissioners, Administrative Council, management and employees regarding human resource issues, policies and practices. As appropriate, prepares and presents cost and comparative information, budgets and reports to support recommendations and HR programs. Maintains HR policy documentation and communication media, manuals, handbooks.
- 2) Directs and conducts employee recruitment and selection activities. Develops recruitment strategies and applicant sources, contributes to screening, interview and evaluation processes. Assists in the development and communication of employment offers. Ensures employment and reference checks are completed and appropriate documentation is received. Participates in job fairs and career day events. Ensures FCH employment activities comply with state and federal requirements for equal employment opportunity, FLSA, and other statutory guidelines. Identifies and implements improvements in employment policies, procedures and practice that support FCH strategic objectives. Oversees position control system to ensure consistency with staffing strategies and objectives.
- 3) Oversees the FCH compensation program to attract, retain and motivate employees. Develops, implements and oversees the administration of compensation policies, practices, systems and procedures in relation to strategic objectives, relevant labor market factors, wage and hour

regulations, labor relations and other factors. Performs job analyses, prepares position descriptions and guides the job evaluation process to determine appropriate compensation levels.

- 4) Plans and directs the design, implementation and administration of employee benefit programs that contribute the organization's strategic objectives. Analyzes and evaluates existing FCH programs and policies. Evaluates services, coverage and options available through insurance and investment companies to determine programs best meeting the needs of employees and FCH. Oversees the performance of benefit services and record keeping functions such as updating records, expediting claims processing, changes, additions or deletions to insurance premiums, COBRA administration and benefit problem resolution.
- 5) Establishes and performs a variety of employee relations and communication activities to promote high levels of employee satisfaction, motivation and productivity. Provides advice, counsel and support to the Administrative Council, management and employees regarding matters affecting employment relationships. Disseminates business information regarding the Hospital District and information of interest to employees through meetings, personal contact, memorandums, bulletin boards, internet, intranet, email and other communication channels. Supports, initiates and executes appropriate employee recognition activities.
- 6) Contributes to the design, implementation and maintenance of performance management systems and processes that support FCH goals and objectives. Participates in the development and implementation of strategies and tactics to improve operating performance of individuals and functions. Serves as a resource to management and employees regarding performance matters. Provides coaching, counseling, intervention, facilitation, teaching and mentoring to support individual, group and organization success.
- 7) Contributes to organizational development activities designed to optimize current human capital and plan for future needs. Designs and participates in the assessment and analysis of operations including structure/function and performance. Helps manage change affecting processes, procedures, work groups, individual employees, jobs and tasks. May conduct survey processes to assess organization functioning and climate and develop strategies and tactics for improvement. Maintains a succession planning program on key technical and managerial positions. Provides for an effective employee performance monitoring and appraisal system. Helps to identify and implement organization change initiatives that contribute to the strategic objectives of FCH.
- 8) Oversees general employee training and development activities for FCH. Works with managers and employees to determine training needs; formulates and recommends training programs based on training needs, business systems or changes in procedures or services. Plans and participates in new employee orientation and mandatory training to foster an appreciation and understanding of FCH history, values, organization, leadership, business and the policies and procedures that affect the employment relationship. Oversees the Employee Special Education and Scholarship programs. Identifies and helps make available government resources for employee education, training and development.
- 9) Directs FCH labor relations programs including planning for and participating in labor contract negotiations and day to day administration of collective bargaining agreements. Provides interpretations of intent, spirit and terms of labor contracts to counsel management in the application of labor relations policies and practices and represents management and meets with union representatives to investigate and resolve grievances.
- 10) Oversees the development, maintenance and use of employee records, HR information system data and other HR records as required by law or by FCH. Determines HR data reporting needs and oversees the generation and confidential use of this information. Ensures coordination with payroll financial services and other functional areas for the efficient and systematic retention, protection, retrieval, transfer and disposal of HR-related information. Identifies and implements data, procedural and system improvements that increase efficiency and effectiveness of HR information.

- 11) Formulates and oversees risk management programs in the areas of safety, workers' compensation and unemployment insurance. Serves as Safety Officer, D-Con, Hazmat, NCI team member and trainer. Facilitates safety committee meetings and the election process. Compiles and reports risk management data. Prepares and maintains a variety of policies and programs including violence management plan, fire and internal disaster, hazard communication, safe patient handling and accident prevention program. Encourages awareness of and participation in the Safety Program. Oversees response to claims for unemployment and workers' compensation. Attends and/or responds to hearings and investigations as needed. Assists with the claim process and facilitates a return to work program.
- 12) Oversees the Environment for Care program. Schedules, chairs and facilitates committee meetings, prepares minutes and reports, creates written plans for all areas and completes annual reviews of each plan. Encourages participation and awareness of the program. Prepares annual reports to the Board of Commissioners.
- 13) Represents FCH in community, industry and professional circles. Provides leadership, involvement and influence through these interfaces to support the long term strategic goals and objectives of FCH. Attends meetings and conferences, develops and participates in networks. Facilitates awareness and promotes understanding of issues and developments impacting FCH strategy and operations.

This list of duties and responsibilities is not intended to be all-inclusive and it may be amended from time to time, as management may deem necessary.

UNIT MANAGEMENT AND COMMUNICATIONS

- 1) Maintains patient confidentiality.
- 2) Follows all hospital policies and procedures.
- 3) Strong interpersonal skills including excellent communication skills (speaking, listening, sensitivity to others and providing timely feedback).
- 4) Ability to work collaboratively with Board members, management and employees.
- 5) Solid analytical and financial skills.
- 6) Good teacher/mentor and facilitator who emphasizes a team orientation and employee involvement.
- 7) Individual of high integrity who can convey with sincerity the belief that FCH is the natural choice for those providing or seeking health care services.

QUALIFICATIONS

- 1) Education – Minimum Bachelor's Degree in Business Administration, Human Resources, Labor Relations or closely related field. Certification as a Senior Professional in Human Resources (SPHR) preferred.
- 2) Training and Experience – Six or more years generalist HR experience with demonstrated professional level expertise in the areas of employment, compensation, benefits, employee relations, labor relations, organizational development, training and development, HRIS, communications, and safety. Prior experience should include a leadership role in the development and implementation of HR programs, policies and procedures. Prior health care experience preferred.

ESSENTIAL JOB FUNCTIONS

All listed job duties and responsibilities.

Physical Expectations: All Employees at FCH, will from time to time, will be required to bend, carry, climb, (i.e. Stairs) lift, push, reach, and stoop during the normal functions of completing the duties of specific jobs. If, for any reason, physical expectations cannot be completed, as far as feasible and possible, FCH is committed to accommodation.

The policy of Forks Community Hospital is to recruit, hire, train and promote all persons in all job groups in accordance with law, without regard to race, color, religion, sex, age, marital status, presence of sensory, mental or physical handicap, Veteran status or national origin.