

<b>Position Title:</b>	Director of Human Resources
<b>Department:</b>	Human Resources/Administration
<b>Reports To:</b>	Executive Director



## Overview

The Director of Human Resources serves as the primary point of contact for employee-related matters. Responsibilities include managing recruitment, staff onboarding, employee relations, performance management, benefits management, timesheet and payroll processing, and staff training and development. This is a full-time, on-site position with remote work flexibility.

## Duties and Responsibilities:

- Bridge management and employee relations by addressing staff demands, grievances, or other issues
- Manage the staff recruitment, interviewing, and selection process
- Coordinate bi-weekly staff timesheet and payroll processing with the GSH Bookkeeper
- Implement HR strategies, systems, and procedures across the organization
- Maintain the work structure by updating job descriptions
- Ensure planning, monitoring, and appraisal of employee performance by training managers to coach and discipline employees, scheduling meetings, and resolving grievances
- Nurture a positive, staff-centered working environment, serving as the first point of contact for staff employment-related needs
- Implement employee benefits programs and provide education on the GSH benefits package
- Support the planning and execution of All-Staff meetings and all-staff newsletters
- Assess training needs and organize regular training webinars, workshops, and programs
- Maintain all human resources records

- Manage staff by recruiting, selecting, orienting, and training employees
- Perform other duties as required

### **Skills and Abilities:**

- People-oriented with strong organizational skills
- Experience in Human Resources
- Knowledge of HR systems and timesheet management
- Excellent active listening, negotiation, and presentation skills
- Competence in building and managing interpersonal relationships at all levels of GSH
- Knowledge of current labor laws and HR practices
- Degree in Human Resources or a related field preferred

### **Competencies**

- **Empathy:** The ability to understand and share the feelings of individuals experiencing homelessness, providing compassionate and non-judgmental support.
- **Cultural Sensitivity:** Awareness and respect for the diverse backgrounds, cultures, and experiences of shelter residents, ensuring inclusive and equitable treatment for all.
- **Crisis Intervention:** The ability to respond effectively to emergencies, de-escalate conflict, and manage high-stress situations while maintaining safety for residents and staff.
- **Communication Skills:** The ability to clearly and effectively convey information, both verbally and in writing, to residents, coworkers, and external agencies. Active listening is a key component.
- **Problem-Solving:** The ability to assess situations, identify challenges, and find practical solutions to meet the immediate and long-term needs of shelter residents.
- **Attention to Detail:** The ability to focus on specifics, ensuring accuracy and thoroughness.

- **Collaboration and Teamwork:** Working cooperatively with other shelter staff, volunteers, and external partners to ensure effective service delivery and a supportive environment for residents.
- **Nonprofit and Social Service Knowledge:** Understanding of the mission, goals, and policies of nonprofit organizations and social services, as well as the ability to navigate community resources and services available to homeless individuals.
- **Boundaries and Professionalism:** Maintaining clear professional boundaries with shelter residents, while fostering an atmosphere of respect, trust, and confidentiality.

### **Qualifications & Skills**

- Experience in human resources, human services, nonprofit administration, or a related field.
- Knowledge of de-escalation techniques, harm reduction principles, and trauma-informed care.
- Knowledge of and interested in staff development and training strategies.
- Excellent conflict resolution, coaching, performance improvement, and interpersonal skills.
- Experience managing staff performance and fostering a positive workplace culture.
- Strong written and verbal communication skills.
- Ability to adapt to urgent and evolving situations with professionalism and calm.

### **Work Environment & Schedule**

- Primarily based in administrative offices, with occasional in-shelter training or meetings.
- Requires availability for occasional evening or weekend shifts as needed.
- May involve responding to urgent staff concerns outside of regular hours.

### **Physical Demands and Work Environment:**

- Ability to periodically lift, move, push and pull items up to 20lbs

- Ability to stand or sit for extended periods
- Ability to walk short distances regularly
- Ability to move about on foot, kneel, crouch and crawl
- Physical environment requires employees to possibly work both inside and outside in heat/cold, wet/humid, and dry conditions
- Noise level at the job site is usually moderate
- Ability to reach with hands, arms and talk and hear
- Ability to type, reach, write on computer

**Position Details:**

This is a full-time, office/shelter-based salaried position. Benefits include health, dental, and vision insurance, paid time off, a cell phone allowance, and retirement program. Salary is commensurate with experience.

Good Samaritan Haven is committed to equity, diversity, and inclusion in the workplace. We encourage candidates from diverse backgrounds and experiences to apply.

**To apply:** Email cover letter and resume to: [info@goodsamaritanhaven.org](mailto:info@goodsamaritanhaven.org)

Employee Acknowledgement Signature

\_\_\_\_\_ Date: \_\_\_\_\_

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<b>FLSA:</b>	Exempt (Salaried)
<b>Reports to:</b>	Executive Director
<b>Supervisor/Manager</b>	Y
<b>Approved By:</b>	Julie Bond, Executive Director
<b>Date Approved:</b>	3/18/2025