

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



## Overview

The Human Resources Generalist supports the day-to-day functions of the HR department, working closely with the Director of Administration and the HR Consultant to carry out HR operations across the organization. Responsibilities include supporting recruitment and onboarding, maintaining employee records, processing timesheets and payroll, administering benefits, and assisting with policy implementation and staff communications. This is a full-time, in-person position based in Good Samaritan Haven's administrative offices.

## Duties and Responsibilities

- Support the full recruitment cycle, including posting positions, managing the applicant pipeline, scheduling interviews, and coordinating communication with candidates.
- Assist with staff onboarding and offboarding, including new hire paperwork, orientation logistics, exit processes, and benefits termination.
- Administer leave of absence requests, including coordination of FMLA, Vermont state leave, and ADA accommodations, and serve as a resource for staff navigating leave eligibility and documentation.
- Maintain accurate employee records and personnel files in compliance with applicable laws and organizational retention policies, including I-9 documentation.
- Process bi-weekly staff timesheets and assist with payroll coordination in partnership with the GSH Bookkeeper.
- Administer employee benefits programs and serve as a first point of contact for staff questions about coverage, enrollment, and changes.
- Serve as an accessible resource for employee relations matters, receiving and appropriately escalating workplace concerns to the Director of Administration or HR Consultant.
- Support employee incident documentation, employee-related grievances, and recordkeeping in collaboration with the Director of Administration and HR Consultant.

- Maintain and update HR systems including Gusto, When I Work, or similar platforms (such as Rippling, BambooHR, or Homebase), and generate reports as needed.
- Communicate and support the administration of HR policies, serving as a reliable resource for staff questions about the employee handbook and organizational guidelines.
- Help coordinate staff training logistics, including scheduling, tracking completion, and maintaining training records.
- Assist in updating job descriptions and HR materials as directed.
- Perform other duties as assigned by the Executive Director, Director of Administration and HR Consultant.

**Supervision Received:** The Human Resources Generalist reports to the Director of Administration, with additional direction from the HR Consultant, and works collaboratively with all staff.

## Qualifications

- Experience in homelessness services or similar sectors working with vulnerable and diverse populations is a plus.
- Three or more years of experience in human resources, human services, nonprofit administration, or a related field, or equivalent education.
- Familiarity with employment law fundamentals, including leave laws (FMLA, Vermont PFML), I-9 compliance, and recordkeeping requirements; willingness to develop expertise over time.
- Interest in employee relations, staff development, and fostering a positive workplace culture.
- Experience with HR, payroll, or scheduling systems such as Gusto, When I Work, BambooHR, Rippling, or Homebase.

**Education:** Degree in Human Resources, Business Administration, or a related field preferred, or equivalent work experience.

## Skills

- Strong interpersonal skills and the ability to work collaboratively across teams and levels of the organization.
- Strong and clear written and verbal communication skills.

- People-oriented with strong organizational skills and attention to detail.
- Ability to handle sensitive and confidential information with discretion and professionalism.
- Comfort working in a fast-paced, mission-driven environment with competing priorities.
- Ability to stay calm, organized, and professional in urgent or evolving situations.

## 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.
- **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.

## Position Details

- Primarily based in administrative offices, with occasional in-shelter meetings.
- Standard business hours with occasional flexibility needed for evening or weekend support.

- May involve responding to time-sensitive HR needs and incidents outside of regular hours on occasion.

### 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 and arms, talk, and hear
- Ability to type, reach, write on computer

Good Samaritan Haven is committed to equity, diversity, and inclusion in the workplace.

### Employee Acknowledgement

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

FOR HR USE ONLY

<b>FLSA:</b>	Non-Exempt (Hourly)
<b>Reports to:</b>	Executive Director
<b>Supervisor/Manager:</b>	N
<b>Approved By:</b>	Julie Bond, Executive Director
<b>Date Approved:</b>	4/22/26