

**JOB TITLE:** Director of Human Resources  
**REPORTS TO:** Executive Director  
**STATUS:** Full time, Salary, Exempt  
**TO APPLY:** Email Cover Letter and Resume to [drosario@hispanicfamilyservicesny.org](mailto:drosario@hispanicfamilyservicesny.org)

**ABOUT COALITION FOR HISPANIC FAMILY SERVICES (CHFS):**

CHFS is a community- based, family-focused organization of color providing an array of services to children and families in North Brooklyn and Western Queens. For over 34 years CHFS has worked with vulnerable populations that include children in foster care, seriously emotionally disturbed children and youth and families at risk of abuse and neglect. Our strength-based model also supports progressive youth development programs, family support services and community school partnerships, The provision of accessible, high-quality family focused services to families of color is central to our holistic approach of strengthening families in a culturally competent manner. Our family- centered work serves to strengthen communities one family at a time.

**POSITION SUMMARY**

The Human Resource Director works closely with the executive director and oversees the overall strategic direction, planning, coordination, administration and evaluation of the human resources function at Coalition for Hispanic Family Services, which has over 400 employees in various locations in Brooklyn and Queens, New York. The director is responsible for developing and ensuring effective implementation of plans, systems, policies and processes for workforce planning, talent acquisition, talent management and development, employee engagement, legal compliance and recordkeeping, employee relations, total rewards (compensation and benefits), and payroll. This position requires a true strategic partner who understands non-profit as well as business operations, is collaborative and capable of building consensus and commitment toward shared outcomes.

**JOB RESPONSIBILITIES**

- Oversee recruitment efforts to ensure that the organization is effectively and efficiently sourcing and selecting the right candidates.
- Develop and drive talent management strategies to ensure effective staffing alignment with the needs of the organization. Create systems to attract talent, identify critical talent needs, develop core competencies and corresponding development opportunities, and engage leadership in succession planning.
- Identify ways to increase staff retention and productivity, including strategies to enhance employee engagement, leadership and staff development, regular feedback and coaching, career pathing, and promoting a coherent organizational culture that positions Coalition for Hispanic Family Services as an “employer of choice.”

- Partner with the leadership team to formulate, develop, implement and evaluate a HR and Talent Management Strategy to achieve the organization's vision, mission and goals. Regularly engage in direct communication with the Senior Leadership Team and as requested, with the Board of Directors on key human resources matters.
- Lead the effective and efficient administration of the performance management process, making sure that the organization's managers are equipped to engage in constructive and ongoing feedback and coaching, collaborate effectively when co-managing staff, and encourage staff to actively participate in identifying and addressing performance gaps.
- Mitigate legal risk to the organization through proactive training and education, clear systems and processes for managing conflicts with and between employees, handling and investigating complaints of harassment/discrimination and other unjust practice allegations.
- Maintain current knowledge and application of all relevant laws and regulations at the local, state and national level relating to employment and ensure organizational compliance. This includes educating and advising managers and senior leaders on HR-related legal and regulatory matters and ensuring HR programs, practices and policies are aligned. Ensure that employee files and records are properly and securely maintained.
- Design, implement and oversee a competitive compensation system and benefit package to attract and retain staff. Partner with leadership to develop a Total Rewards/Pay philosophy, regularly review compensation and benefits market data, monitor pay practices and proactively address issue, manage benefit broker resources and benefits enrollment process, manage leave administration and the payroll function.
- Design and implement a strategy to optimize and integrate HR technology, enabling managers and employees to easily perform people-related transactions (e.g. benefits enrollment), facilitates delivery of effective HR services, securely stores employee data, and supports people-related decisions. Manage and oversee all HR and payroll related audits.
- Serve as a member of the senior leadership team
- Lead and develop the team of HR staff.
- Conform to all CHFS policies and procedures
- Perform other duties as assigned.

#### **REQUIRED EDUCATION AND EXPERIENCE**

- Master's degree in Human Resources, Business or related field and 7 plus years experience in Human Resources Management. Bachelor's degree and 10 plus years experience in Human Resources Management with increasing responsibilities over time.
- Experience partnering directly with senior leadership to develop, align and implement HR and organizational development strategies
- Experience supervising and developing staff

- Experience implementing strategies and systems for talent management, compensation and benefits, and HR technology.
- Experience managing HR and payroll related audits
- Strong business acumen and leadership abilities
- Working knowledge of employment laws and other compliance issues
- Ability to listen and probe to understand underlying needs and/or root cause of an issue
- Ability to provide thoughtful, progressive and strategic guidance
- Expertise in analysis, critical decision making, project management, and process improvement
- Strong interpersonal, verbal and written communications skills, including proficiency in developing and delivering presentations
- Demonstrated ability to anticipate and solve practical problems
- Ability to identify, influence, and collaborate with key stakeholders to achieved desired organizational outcomes
- Outstanding judgement, sensitivity and high discretion
- Experience working in a not for profit organization preferred
- Proficiency in Microsoft Office Suite and HR system applications
- Bilingual – Spanish a plus.

#### **PHYSICAL/MENTAL JOB REQUIREMENTS**

- Must be able to speak clearly in in-person and virtual group settings.
- Must be able to occasionally carry and lift items weighing up to 20 pounds.
- This position will require sitting for long periods of time, walking, standing, bending, as well as using fine motor skills, such as finger dexterity for typing and using small hand tools.
- This position could be exposed to loud noises, frequent phone conversations, and requires average to above average visual acuity and hearing.
- The majority of this job will be spent indoors in a climate-controlled environment.
- Must be available to travel to other office locations as needed.

#### **SALARY:**

Annual salary \$95,000 to \$120,000 based on credentials and experience. Excellent health benefit package, 401k Plan, ample vacation, holidays and sick days.

**Coalition for Hispanic Family Services is an Equal Opportunity Employer committed to diversity in the workplace across all employment opportunities.**