

## Job Description for the **Director of Human Resources**

June 27, 2019

### **OUR COMPANY**

Lowell House Addiction Treatment and Recovery, a private, non-profit addiction treatment service agency located in downtown Lowell, has been the premier addiction treatment and recovery service provider in the Merrimack Valley for over 48 years.

LHATR provides a full range of day, outpatient, residential and community program located in Lowell, Tewksbury and Lawrence Massachusetts The HR is located in our new State-of-the-Art facility next door Lowell Community Health Center where approximately 35 of our 70 staff work on a day to day basis.

### **OUR PURPOSE, SOCIAL IMPACT, AND AGENCY CULTURE**

With the opioid and other drug overdose epidemic affecting our country, we have been at the forefront and the premier, non-profit organization for almost fifty years in the Merrimack Valley area addressing this problem.

The purpose of our existence has been to assist members of our local community in receiving treatment and overcoming substance use disorder through addiction treatment.

Lowell House is also a Mission focused agency that provides a relaxed, friendly, and supportive work culture that offers excellent pay and a generous benefits package to all our employees.

### **WHAT WE'RE LOOKING FOR**

We are looking for a person with a passion for working with a full range of professional and support staff as our **Director of Human Resources** in a fast-growing human service agency at the very cutting edge of treating addiction and mental health diseases. The successful candidate will be a professional who thrives in an environment that supports innovation, creativity, and the vision to create a new HR department serving staff members in high-stress positions.

The Director of Human Resources is a part-time, 25-30 hour a week position, ideal for someone returning to the workforce who wants to make a difference in the community.

### **YOUR EXPERIENCE/BACKGROUND DETAILS**

Our ideal person will possess a bachelors or Master's degree in a business or human resource field and have experience in the administrative aspects of running an effective HR operation. In addition, familiarity with supporting a diverse employee group in multiple locations and with the legal aspects of human resources would helpful. Experience and positive history in staff recruitment, staff evaluations, and disciplinary actions, ensuring compliance with state and Federal regulations, salary and position management is a necessity.

### **OUR PAY**

Because we value our employees, the pay for the Director **Human Resources** starts at \$36 to \$42 per hour. Of course, the more experience, applied knowledge, and proven talent you have, the higher your pay rate.

## **Director of Human Resources and Administrative Services**

### **YOUR WORK HOURS**

The work hours and days will be determined at hire and be flexible to meet the employee and program needs.

### **HOW TO APPLY**

Please send a resume and cover letter to [bgarr@lowellhouseinc.org](mailto:bgarr@lowellhouseinc.org) or call Christina Walton, Assistant to the CEO (978) 941-4571 if you have additional questions.

### **THE DETAILS OF THE JOB:**

**POSITION:** Director of **Human Resources**, Part-time

**REPORTS TO:** William Garr, Chief Executive Officer

### **JOB SUMMARY**

The **Director of Human Resources**, under the direction of the Chief Executive Officer, provides leadership and oversight to all HR functions at Lowell House including staff recruitment, staff/management support and disciplinary actions, ensuring compliance with state and Federal regulations, salary and position management including employee benefits and developing an effective set of HR policies.

### **ESSENTIAL FUNCTIONS**

1. Assess the personnel requirements and needs of the agency on a regular basis to ensure that programs and management are both responsive to the populations served and staff, compliant to state, local and industry standards and in-line with the current agency budget.
2. Oversee recruitment and hiring process of all employees to ensure a talented, diverse, engaged workforce committed to the organization's mission.
3. Develop and lead a comprehensive new hire orientation and onboarding program that includes outreach and support to new employees both before employment and during the initial months to ensure a smooth transition into the organization, formal training, and guidance to supervisors on their role and responsibilities in helping new employees succeed.
4. Administer a comprehensive program of employee benefits, including life, health, dental, disability, and retirement to ensure that programs are progressive, competitive, and in compliance with legal requirements. Recommend improvements and additions to the benefits program to help keep LHATR among the best in the industry. Coordinate brokers, insurance carriers, vendors, contractors, and other outside resources in conjunction with the CFO.
5. Investigate and provide guidance and support to employees, supervisors, and senior managers to resolve employee relations and performance. Partner with senior management and legal counsel to resolve complex issues

## **Director of Human Resources and Administrative Services**

6. Evaluate the existing system of performance review and appraisal and develop recommendations to improve its effectiveness. Responsible for ensuring that the system is implemented well and takes into account the differing needs of employees at all levels of the organization and at varying points on their career development paths. Train and coach supervisors in effective employee performance management.
7. Develop, implement, proactively communicate, monitor and evaluate written HR processes, procedures and policies to ensure consistency and excellence in a range of agency HR tasks including such areas as recruitment, hiring, promotion, performance management, and orientation/onboarding. Conduct research and analysis on a range of HR issues and practices using both Agency data and benchmarking with other organizations.
8. Ensure compliance with all federal and state employment laws and regulations. Help to represent the organization in unemployment or discrimination hearings when needed.
9. Keep abreast of current trends and best practices in human resources, especially in the nonprofit sector. Represent the Agency through active engagement in local and state-wide human resources organizations with a willingness to share learnings with the organization as a whole.
10. Become an active and contributing member of the agency Leadership Team representing key employee issues and concerns.
11. Other duties as assigned by the CEO

### **ADDITIONAL RESPONSIBILITIES:**

#### **JOB COMPETENCIES**

1. Able to work and problem solve independently.
2. Strong organizational skills with attention to detail.
3. Has the ability to work in multiple locations
4. Demonstrates an ability to actively listen and respond to questions and concerns of staff, clients, and other stakeholders.
5. Practices discretion in all aspects of the job.
6. Maintains a current knowledge of the policies, procedures, and laws that govern personnel decisions.

### **REQUIRED EDUCATION AND EXPERIENCE**

- Bachelor's degree Required; Master's degree in human resources or a related degree would be a plus
- Three to five years' experience as a human service professional for a small to medium size company
- Excellent communication, documentation, time management, and organizational skills.

## **Director of Human Resources and Administrative Services**

### **ADDITIONAL ELIGIBILITY QUALIFICATIONS**

- Must be able to manage constant change at a moment's notice
- Self-starter able to self-direct and manage their assigned schedule and budget their time appropriately
- Possess a desire to learn and grow within the organization
- Familiarity with the community based medical, behavioral health, and substance use and addiction treatment providers and systems in and around Lowell is a significant plus.