

POSITION DESCRIPTION

SENIOR DIRECTOR OF PEOPLE AND CULTURE

Reports to: President & CEO

Position Status: Exempt

Supervises: HR Leadership Team

Effective Date: 11/21/24

GENERAL SUMMARY

The Senior Director of People & Culture will oversee the development and execution of HR initiatives that align with the overall business goals of Northwest Kidney Centers (NKC). This role will focus on enhancing employee engagement, promoting a culture of equity and inclusion, and leading HR programs across the employee lifecycle. The Senior Director will partner with senior leaders to support a high-performance culture and develop key HR policies and practices.

DUTIES AND RESPONSIBILITIES

1. HR Program Development and Management:

- Lead the development, implementation, and ongoing management of HR policies and programs to ensure alignment with NKC's mission, culture, and business goals.
- Oversee HR operations, including employee lifecycle programs, ensuring effective communication and compliance with legal and regulatory standards.

2. Employee Engagement and Relations:

- Develop and execute strategies to enhance employee engagement, with a focus on high-turnover positions.
- Foster positive working relationships, enhance morale, and improve productivity and retention.
- Lead employee relations efforts, managing investigations to ensure fair, consistent, and thorough resolution of issues.

3. Talent Management and Development:

- Support talent management initiatives, including performance management and employee development programs.
- Partner with senior leaders to build a pipeline of talent, addressing both current and future organizational needs.

4. Diversity, Equity, and Inclusion (DEI):

- Champion diversity, equity, and inclusion by collaborating with leadership to develop and implement inclusive policies and practices.

5. Recruitment and Talent Acquisition:

- Assist in developing strategies for attracting, recruiting, and retaining talent to meet organizational goals.

6. Performance Metrics and Reporting:

- Track, report, and analyze key HR metrics to inform strategy and demonstrate the impact of HR initiatives. Ensure alignment of HR metrics with organizational goals.

7. Collaboration and Communication:

- Build and maintain strong relationships across departments to promote open communication and alignment on HR practices.
- Foster a collaborative and positive organizational culture.

8. Compliance and Legal Knowledge:

- Stay current on federal, state, and local employment laws to ensure organizational compliance and support in meeting regulatory requirements.

KEY LEADERSHIP ATTRIBUTES

- **Relationship Building:** Ability to forge high-impact relationships with key stakeholders, executives, and external partners. Skilled in navigating complex organizational dynamics to drive business success.
- **Emotional Intelligence:** Models high emotional intelligence to influence and inspire at all levels, promoting a resilient and positive work environment.
- **Leadership Development:** Focuses on team development and leadership pipeline growth, mentoring high-potential talent and ensuring future leadership needs are met.
- **Strategic Change Leadership:** Leads large-scale organizational change initiatives, aligning them with business objectives and preparing teams to navigate evolving business landscapes.
- **Visionary Strategic Planning:** Sets forward-looking strategic direction, aligning departmental goals with broader business objectives, ensuring sustained organizational competitiveness.
- **Executive Communication and Influence:** Skilled in high-level communication, tailoring messages for diverse audiences and using influence to drive decisions and align stakeholders on key business initiatives.
- **Enterprise Accountability:** Holds senior leadership accountable for key outcomes, demonstrating advanced decision-making abilities and fostering a culture of ownership across all levels

KNOWLEDGE, SKILLS, AND ABILITIES

- **HR Expertise:** Comprehensive knowledge of HR functions, including performance management, talent management, recruitment, employee relations, compliance, and organizational development.
- **Legal and Regulatory Compliance:** Strong understanding of federal, state, and local employment laws, with a demonstrated ability to ensure compliance.
- **Data-Driven Decision Making:** Ability to track, analyze, and report HR metrics to guide strategic decision-making.
- **Conflict Resolution:** Skilled in managing employee relations issues and investigations with a focus on fairness, consistency, and thoroughness.
- **Collaboration and Teamwork:** Ability to work collaboratively with diverse teams across the organization and foster a positive and inclusive culture.
- **Emotional Intelligence:** Ability to demonstrate self-awareness, empathy, and resilience in leadership, fostering an emotionally intelligent organizational environment.
- **Change Management:** Expertise in leading and managing organizational change initiatives to drive business success.

EDUCATION AND EXPERIENCE

- Bachelor's degree in business, healthcare administration, human resources, or related field (Master's degree preferred).
- 8+ years of HR leadership experience, with at least 3 years in a senior HR role.
- Proven experience in talent management, performance management, and employee engagement.
- Demonstrated compliance experience with federal, state, and local employment laws.
- Proven ability to foster a positive organizational culture and support DEI initiatives.
- Strong collaborative skills with senior leaders and experience managing change initiatives.
- Professional HR certification (e.g., SHRM-SCP) is desirable.

JOB CONDITIONS

- Must be able to communicate effectively in English, both orally and in writing.
- Duties are performed in an office setting with occasional standing, walking, and use of office equipment.

- Ability to lift or move objects weighing up to 20 pounds occasionally, and up to 10 pounds frequently.

CUSTOMER SERVICE STANDARDS

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

Signature

Date

Employee Signature

I acknowledge that I have received and reviewed a copy of the job description:

Employee Signature

Date