

Director of Human Resources, Queens Community House



Summary of the Position

Queens Community House (QCH), one of the borough's premiere social service organizations, seeks a **Director of Human Resources**. As a member of the QCH Senior Management team, the Director of Human Resources (HR) will lead a growing HR Department and be a key thought-partner to QCH's Associate Executive Directors and other members of the Executive Team in shaping QCH's approach to supporting its 500 staff (roughly half full-time and half part-time). The Director of HR will succeed and overlap with an Interim Director of HR who has been in place at QCH since January 2023. The Director of HR position is a hybrid role, being on-site at least three days per week, and will report to the Chief Operating Officer

QCH serves racially and economically diverse neighborhoods of Queens and highly encourages applications from people of color and diverse identities. QCH is committed to equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.

QCH is seeking an energetic, collegial, and hands-on leader who brings experience managing human resources and employee relations for a growing, multi-site nonprofit organization. The Director of HR will ensure that QCH's HR functions meet the needs of its internal customers and are compliant with internal and external policies and requirements.

The ideal candidate is someone who:

- Embraces and promotes QCH's mission and vision, and acts as a champion for QCH's wide range of services;
- Is committed to diversity, equity, inclusion and belonging (DEIB) in all aspects of work and interactions;
- Is well-versed in technology and HRIS (QCH uses ADP Workforce);
- Has the skills to build and streamline QCH's HR administrative processes;
- Brings knowledge of evolving best practices in human resources, including a total rewards model;
- Understands HR compliance and regulations, preferably has HR certification;
- Has experience using data to examine trends, communicate findings, and recommend change as needed;
- Brings a successful track record of coaching and supporting supervisory staff;
- Understands the important role the HR department plays in partnership with QCH programs and staff to advance the organization's mission and vision; and
- Has a collaborative spirit with high emotional intelligence to build meaningful relationships with team members.

Primary Responsibilities

- Manage an HR Department of four (4) staff: an HR Manager, a Recruitment Manager, a Payroll Coordinator, and an HR Generalist; a fifth staff person focused on Staff Development is to be hired.
- Work closely with QCH's four Associate Executive Directors to support the particular needs of their divisions and staff in the best way possible.
- Manage and collaborate with organizational leaders on talent management, performance management, succession planning, training and development, compensation, benefits, payroll, employee relations, and DEIB.
- Develop internal policies and work with team leaders to help staff adopt new work processes..
- Oversee all HR recordkeeping.
- Ensure adherence to legal standards.
- Oversee in-house investigations and compliance.

Compensation and Benefits

The first-year salary range for this position is \$125,000 to \$135,000 plus a benefit package that includes medical/dental/vision offerings, life insurance, flexible spending accounts, and a 403b plan. QCH values health and wellness; staff can earn up to 27 annual leave days (22 in the first year), 12 sick days, and enjoy most federal holidays as well as an array of professional development opportunities.

About QCH

QCH's programs serve residents of all ages, classes, races and ethnicities while supporting the viability of neighborhoods and the borough as a whole. Its mission is to provide individuals and families with the tools to enrich their lives and build healthy, inclusive communities. QCH provides programs for children, teens, adults, and older adults at 39 program sites in 15 different neighborhoods across the borough, serving 25,000 people each year. QCH's annual operating budget is over \$30 million.

QCH's programs are designed to promote equal access to opportunity for low-income and immigrant families, and to break down barriers of race and class by serving a broad array of Queens residents. QCH is a modern interpretation of the traditional settlement house, with a focus on integrating its diverse programs to better serve individuals, families, and whole communities. QCH is a strong and growing agency deeply committed to social and economic justice, cost-effective management, impact measurement, and continuous improvement.

Staff Vaccination Policy

To help maintain the health and safety of the Queens Community House community, all staff are required to be up-to-date with vaccinations against COVID-19, unless an employee qualifies for an exemption for religious, personal, or medical reasons. As part of an offer of employment, the final candidate is required to be vaccinated as a condition of employment, unless an exemption applies.

To Apply

QCH is a passion-led, mission-driven organization, one that looks to continually enrich the lives of its diverse member community. Please consider joining QCH.

QCH has engaged Schall & Russo Planning Works, LLC to assist with this search. Interested candidates should email (noting "QCH, Director of HR" in the subject line) a thoughtful cover letter and resume, in confidence, to: Steven Schall, Schall & Russo Planning Works, sschall@schallrusso.com