

Family Allies, Inc.

Culture Ambassador (Human Resources/Event Planning/Retention/ Problem Solving)

Department: Administration

Reports to: Executive Director

Division: Executive

Job Code: HR03

Salary/wage Grade: E-6

Status: Exempt

Labor Type: Full Time

Position Summary: Family Allies, Inc., the new child welfare non-profit agency serving Brevard County, is hiring a Culture Ambassador to provide human resources leadership and support to approximately 80 employees in the organization. In addition to human resource management functions, the Culture Ambassador will be a skilled listener, problem solver, event planner, and motivator in creating an energetic environment that retains and attracts top talent.

The proposed salary range for this position is \$52,000 - \$55,000 annually.

Technical/Functional Expectations:

1. *Human Resource Policies and Strategies-Essential Function:* Initiate, coordinate, manage and enforce all human resource policies, procedures, and strategies in order to ensure legal compliance and maintain consistent actions practices across the organization.
2. *Recruitment:* The HR manager will participate in child welfare professional recruiting events throughout Brevard County and Central Florida as appropriate. The HR Manager will develop relationships with Brevard colleges and universities and the University of Central Florida to facilitate internship and employment opportunities.
3. *Interviewing/New Hire Orientation/On boarding-Essential Function:* The HR Manager will participate in interviews, when appropriate, and make recommendations to hiring managers. This function will establish and conduct orientation, introduction, and training programs in order to prepare employees for successful acclimation to their assignments. The HR Manager will meet with each employee during their first week of work and distribute email to the system of care welcoming new employee(s).
4. *Volunteer recruitment and management:* The HR manager will work with Leadership throughout the agency to identify volunteer opportunities and will oversee, lead, guide and direct the recruitment, training and management of all screened and qualified volunteers.
5. *HR training:* The HR manager will implement, manage and deliver a robust employee training program that includes ongoing support and professional development of staff to ensure adherence to all HR policies, practices and procedures. The position will also research and identify training opportunities, conferences, and professional development activities to support the professional development and certification requirements of child welfare professionals.
6. *Regulatory Requirements-Essential Function:* Keep apprised of all state, federal, and local regulations and requirements to mitigate risk to the agency and ensure compliance; coordinate annual driver's license/vehicle insurance verification; coordinate and track 5-year background screenings and consult with BFP HR and Insperity as needed
7. *Performance Management-Essential Function:* The HR Manager will assist all Supervisors/Managers in developing employee performance improvement plans and track progress and satisfactory completion of plans. The function will also review all performance evaluations to ensure consistency across the agency.
8. *Maintain Time Sheets:* Maintain timesheets and payroll records in order to ensure employees are paid correctly and sick, vacation, and personal time-off are accurately tracked; will serve as a back-up to the BFP HR Manager as needed.
9. *Maintain Personnel Files:* Manage, store and retrieve files in accordance with established procedures in order to ensure the timely access of information and records and compliance with labor law, funders and COA requirements.
10. *Coordination with Brevard Family Partnership:* The HR Manager will manage and coordinate the reporting of workers compensation claims and FMLA requests through Brevard Family Partnership.
11. *Employee Recognition and Retention:* The HR Manager will play an integral role in employee recognition and retention. Position will conduct stay interviews and exit interviews from employees, interns, and volunteers; analyze data gathered from interviews to identify system strengths and opportunities, and make recommendations to improve retention. The HR Manager will initiate and facilitate employee committees at each Care Center to coordinate recognition celebrations, work/life balance supports, working environment assessment, and coordinating volunteers for BFP and community events.
12. *Employee Communication:* The HR Manager will facilitate internal employee communication through the development and dissemination of an employee newsletter and internal social media communication platforms.
13. *Other duties as required:* Job performance requires fulfilling other incidental or related duties as assigned, assisting and training others, and performing duties of higher rated positions from time to time for developmental purposes.

Behavioral Competencies:

1. *Attention to Detail:* Able to be thorough and complete when working with assembling, processing, or providing detailed information; track details even when under pressure.
2. *Integrity:* Able to demonstrate consistency of words and actions; protect confidential information; do what is right even when no one is watching; demonstrate sound business ethics; consistently comply with organizational values.
3. *Trust and Respect:* Able to demonstrate respect and treat others in an honest and straightforward manner; keep dealings with others confidential; keep word and follow through on commitments.
4. *Customer Service:* Able to anticipate and respond to customer's needs, concerns, or questions in order to meet or exceed their expectations; help evaluate needs and options; show care and concern to demonstrate customer importance and value.
5. *Self-Control:* Able to maintain a composed problem-solving approach when faced with unrealistic expectations, pressing time demands, frustration, or interpersonal conflict.
6. *Versatility:* Able to take on new or multiple roles and responsibilities and do them well; be flexible when considering options or opinions; be open to new ideas and change.
7. *Sensitivity:* Work effectively with and show sensitivity to cultural differences and various socio-economic backgrounds of others.
8. *Ethics:* Adhere to and model principles and values of Agency and System of Care by being strength-based, solution-focused, maintains highest level of integrity and ethical standards and work collaboratively with employees, partners, stakeholders and clients in all interactions.
9. *Confidentiality:* Ensure all personnel matters are handled confidentially.

Business Experience:

1. *Advanced level Microsoft computer skills - Essential:* This individual will create and update documents, spreadsheets and present summaries using Word, Excel and PowerPoint.
2. *Interviewing multiple candidates:-* This position will conduct interviews and make recommendations to hiring managers.
3. *Knowledge of current HR laws and policies -Essential Function:* This staff person serves as the agency expert on all federal, state, and local laws pertaining to Human Resources.
4. *Customer Service:* This position must provide excellent customer service and support to the staff who are performing the functions for which the agency is funded.
5. *Communication, negotiation and presentation skills -Essential:* This is required in order to advocate and ensure agency compliance either verbally, through negotiation and or using executive summaries or presentations.
6. *Critical Thinking and judgment-Essential Function:* This is required in order to assess the implications of recommendations, laws or directives to ensure consistency and compliance.
7. *Valid Driver's License-Essential:* A valid driver's license is required in order to travel between locations for meetings.

Educational and Experience Requirements:

1. BA/BS - Human Resources, Business Admin or Management required.
2. MA/MS - Master's Degree or equivalent preferred.
3. SHRM certification preferred.
4. 2 + years related HR experience required.
5. Nonprofit / child welfare experience preferred.

Physical Requirements:

1. Lifting
2. Carrying
3. Reaching
4. Sitting
5. Standing
6. Bending
7. Reading
8. Speaking
9. Listening
10. Typing
11. Writing
12. Color Determination

I have read the official job description for the position identified above specifying the knowledge, skills and abilities required in addition to physical requirements and the work environment. I further certify that I am able to perform the essential functions as identified in the job description for this position with, or without reasonable accommodation.

Employee Name (Printed)

Date

Employee Signature

Supervisor Name (Printed)

Date

Supervisor Signature