YouthLink Job Opening:
Director of Human Resources
Be a part of building a strong and supportive community for youth.

About YouthLink
Founded in 1977, YouthLink is a leader in the Twin Cities for guiding young people (ages 18-24) experiencing homelessness to believe and use their own potential to achieve long-term stability and self-reliance. YouthLink provides inclusive services to move youth forward on their journeys to holistic, integrated education, employment and housing stability. YouthLink also serves as the host site for the Youth Opportunity Center (YOC) a “one-stop shop” of multiple community partners all focused on serving homeless youth. More than 1800 young people seek services at YouthLink annually. In partnership with two affordable housing agencies, YouthLink also provides supportive services in more than 90 units of transitional and permanent supportive housing throughout the city.

Our Mission
At YouthLink, our mission is to support and empower young people on their journey to self-reliance.

Our Vision
To be a community where all youth, without regard to their living situation, have an equal opportunity to pursue their goals and dreams, and an equal likelihood of achieving them.

POSITION SUMMARY

The Human Resource (HR) Director reports directly to the Executive Director and will serve as a dynamic, knowledgeable and skilled professional overseeing the HR function for the agency. This includes talent acquisition, employee development, retention, employment legal compliance, compensation/benefits, employee relations, employment practices and procedures, employee communications and employee support through effective personnel management. Serving as an important member of the YouthLink leadership team, the Human Resource Director will be responsible for providing administration, coordination, and evaluation of the human resource functions of YouthLink, including acting as a confidential, strategic partner with the Executive Director, senior leadership and supervisors on all human resources matters, providing day to day execution of HR work tasks, and serving as an advocate for staff members, as appropriate. Must exhibit mission-driven independent, strong, critical thinking skills and abilities.

- The Human Resources Director will serve as a thought leader and trusted advisor to the Executive Director for continuous and sustainable strategic human resource asset-related advice in support of transformative vision across the organization. Provide thought leadership to the HR area and agency leadership on talent strategy, organizational culture and leadership capabilities. Authentically model and champion executive leadership attributes, and ensure focus and progress on diversity, equity, and inclusion.
Recruitment, Diversity Equity and Inclusion and New Employee Orientation/Onboarding Processes

- Direct agency recruitment and hiring in accordance with federal standards.
- Develop and administer effective recruitment practices, processes with an emphasis on recruiting a qualified, diverse workforce.
- Coordinate and/or assist in screening, interviewing and decision-making for open positions as needed.
- Assist leadership in the decision making and offer process for all open positions.
- Direct the pre-employment process, such as background screenings and reference checking.
- Create, implement and continuously assess effectiveness of improved new employee orientation and guide onboarding process.
- Maintain plan compliance, monitor, develop and write the Affirmative Action Plan and EEO-1 reporting.
- Develop and maintain a comprehensive succession planning process building a strong and talented bench of talent for the organization.
- Lead the organization in recruiting, hiring, training, developing a diverse, equitable and inclusive employee workforce.

Performance Evaluation and Compensation

- Conduct compensation studies, make recommendations to Executive Director and senior leaders on compensation strategy consistent with the long-range financial plan and strategic plan of agency.
- Remain current on compensation strategy through market analysis.
- Direct and develop the annual performance evaluation, prepare report for salary review process by Executive Director and appropriate senior leaders, CFO.
- Review employee performance evaluations, provide guidance to supervisors for improvement, as needed.
- Review salary recommendations and provide guidance to supervisors on salary adjustments.
- Offer recommendations during benefit renewal and assist in benefits administration, including communicating benefits information to employees.

Employee Relations

- Provide guidance and direction to managers and staff on personnel issues and employee relations matters: review complaints, conduct investigations and recommend solutions.
- Handles investigation and resolution of employee issues, concerns, and conflicts.
- Oversee performance improvement/disciplinary procedures, prepare documentation and reports, and make recommendations for decision-makers in timely manner.
- Be actively involved in all termination decisions and facilitation of all terminations.
- Conduct exit interviews, develop and implement process for use of findings with senior management, organizational improvement, as appropriate.
Personnel Policies and Procedures

- Develop, implement and oversee agency personnel policies and procedures with an eye on consistency and current best practices.
- Annually update employee handbook and other resources to reflect changes in external regulations, laws.
- Ensure agency is operating in compliance with all applicable employment laws
- Keeps job descriptions up-to-date, accurate and compliant with appropriate federal, state and local laws for all positions

Training and Development

- Identify and assess training needs through surveys, interviews with employees, and/or consultation with managers and supervisors.
- Develops training and performance management program that ensures all employees are familiar with their job responsibilities, as well as relevant legal and safety requirements.
- Offer specific training programs to help employees maintain or improve job skills.
- Guide and develop and continuously improve onboarding process
- Plan, organize and implement a range of HR training activities including Diversity and Inclusion, Non-Harassment, Supervisory skills and others as required.
- Schedule trainings based on budget, availability of space, equipment, and instructors.
- Collect evaluative feedback on training sessions from attendees to use for future improvements to content and presentation.
- Monitor, evaluate and record training activities and program effectiveness.

Employee Wellness and Welfare

- Manage employee benefits program.
- Manage employee safety and wellness initiatives, including development, implementation and maintenance of safety plan for the organization, i.e., after review by Executive Director.
- Oversee workers compensation, ADA, FMLA, and other Leave of Absence administration.

Human Resource Data

- Continuously collect and update human resource dashboard data to inform organizational development and future growth.
- Make recommendations to senior management applying data on hiring, promotion, termination, disciplinary and commendatory actions.

OTHER FUNCTIONS

- Ensure best practices, agency standards, and program development through participation in weekly supervision meetings, team meetings, All-Agency meetings, clinical consultation, and trainings.
- Consistently communicate daily and weekly schedules with youth to direct supervisor. Provides monthly updates and presentations to the Board of Directors.
- Provides and prepares insights and guidance for the HR Budget.
• Provides strategic organizational planning.
• Special projects and other duties as required.
• Manages Office Administrator role together with COO.

QUALIFICATIONS

EDUCATION/EXPERIENCE:

• Bachelor’s degree in Human Resources or related field; 8 years of Human Resource Generalist experience, 2-3 years Human Resources Management experience, and/or SHRM-CP or PHR credential required.
• Non-profit experience preferred.
• Master’s degree in human resource management preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

• Exceptional written, oral, and interpersonal communication skills.
• Knowledge of nonprofit business practices.
• Strong knowledge of employment-related laws and regulations including federal state and local.
• High degree of professionalism and ethical practice. Confidentiality and ability to be a trusted resource to employees, leadership and the ED.
• Ability to work in a fast paced, ever-evolving environment with the ability to function well under pressure.
• Capacity and courage to evaluate challenging situations, make sound decisions in a timely manner while maintaining professional boundaries and remaining focused on human resource priorities.
• Ability to maintain global and cultural awareness, including ability to work with individuals from diverse backgrounds and the demonstrated ability to acceptant a variety of individual beliefs, behaviors, and cultural and spiritual practices.
• Experience with creating a culture of engagement, accountability, collaboration, and teamwork.
• Ability to evaluate critically, think systemically and strategically, and solve problems creatively.
• Ability to build and maintain positive, effective and productive working relationship with Executive Director, leadership team, staff and youth.
• Ability to demonstrate effectiveness and success in managing workplace relationships.
• Other duties as assigned by the Executive Director.

LICENSES/CERTIFICATIONS:

• Valid Driver’s License, insurance, and access to reliable multi-passenger transportation.

HOW TO APPLY

E-mail a cover letter and resume with the subject line “Director of HR” to careers@youthlinkmn.org.

Equal Employment Opportunity: YouthLink shall seek to ensure and provide equal opportunity for all persons seeking employment without regard to race, age, color, religion, gender, marital status, sexual orientation, military status, national origin, disability, or any other characteristic as established by law.