



DIRECTOR-HUMAN RESOURCES/DIVERSITY, EQUITY AND INCLUSION

If you are the kind of person who cares about making an impact and serving families, then you are exactly the kind of person we're looking for!

Ronald McDonald House Charities® of Northeast Ohio, Inc. (RMHC NEO) is looking for a highly motivated and driven individual who possesses passion, compassion and dedication as the Director of Human Resources & Diversity, Equity & Inclusion (Director-HR/DEI).

The Director-HR/DEI reports to the Chief Operating Officer (COO) and will be responsible for developing and executing a people strategy in support of the overall strategic business plan and strategic goals of the organization. Through effective relationship-building and excellent communication skills, this position serves as a trusted resource to employees and leaders across the organization.

This individual is expected to advance the mission of RMHC NEO in a manner consistent with the excellent quality of services provided to families in crisis since 1979.

RESPONSIBILITIES

Under the leadership of the Chief Executive Officer (CEO) and Chief Operating Officer (COO), the Director-HR/DEI plays a vital leadership role in developing and implementing Human Resources strategies, structure, and programs that align with RMHC NEO's mission, vision, and goals. The Director-HR/DEI will be integral in leading and designing HR and DEI culture initiatives, projects, and policies and procedures that are aligned with RMHC NEO's goals and each employee it serves. Under HR related responsibilities, the Director-HR/DEI will oversee day-to-day HR duties including recruiting, benefits administration, and enrollment; employee relations, training and development; performance management; and policies and procedures. Under DEI initiatives, the Director-HR/DEI will work closely with the CEO and COO to ensure ideas, planning, and policies are implemented within the organization.

The Director-HR/DEI is part of the Senior Leadership Team discussing high level strategies impacting the overall organization.

This is a new position to RMHC NEO; therefore, the Director-HR/DEI will play a vital role in partnering with the CEO and COO to develop and implement strategies, consistencies, structure, and programs that align with RMHC NEO's mission, vision, and goals for this position and the impact on employees.

RESPONSIBILITIES:

Human Resources

1. In partnership with the CEO, COO, and Leadership Team, become a culture activist; set the tone and facilitate a highly engaged and inclusive culture, fostering a mission-driven and team-oriented environment.
2. Partner with Leadership to educate, advise, and influence our ability to hire, motivate, and retain our amazing team. This includes, but not limited to organization strategy, manager training, people development, total rewards, benefits, career architecture, compliance, people-related policies, system and process rollout, and change management.
3. Create and maintain a robust onboarding and orientation experience for new hires. Manage the recruiting cycle which includes establishing and maintaining an updated job description database, posting, screening, interviewing, making offers, completing new hire onboarding, and conducting new employee orientation.
4. Work with COO to develop and/or incorporate a salary and compensation model that supports equity pay processes.
5. Facilitate and lead the organization's talent management (which includes competency development), performance management/evaluation, and merit-based strategies and processes.
6. Oversee the benefits enrollment process including partnering with brokers on annual renewal, managing open enrollment, new hire enrollment, qualifying event changes and questions pertaining to benefits.
7. Provide training and policy updates to colleagues, ensuring legal compliance of Leadership Management team.
8. Manage all employee relations situations and issues.
9. Develop training and development for employees.
10. Assess the needs of the organization and in conjunction with Leadership, develop a training and development strategy for employees.
11. Research HR trends and all HR compliance and make recommendations for changes.
12. Other HR related duties and responsibilities as required.

Diversity, Equity & Inclusion (DEI)

1. In partnership with the Leadership Team, set the tone and facilitate an inclusive and engaging team culture.
2. Liaison between Leadership, employees, and the community related to diversity, equity, and inclusion.
3. Devise and refine the DEI policies, processes, and programs for the organization.
4. Assist in researching, developing, and executing creative strategies to foster the organization's DEI goals, including programming that creates a culture of belonging.
5. Develop DEI training modules, tools, and resources for employee development.

6. Develop diverse talent and recruitment strategies to diversify employees, volunteers, and board members at RMHC NEO.
7. Create an overall and robust DEI communication strategy to enhance RMHC NEO's recruitment, engagement, and staff development strategies.

REQUIREMENTS:

- Mission-focused
- Excellent people skills and passionate about HR; strong knowledge in change management and strategies for creating alignment with a diverse set of employees
- Knowledge of HR policies and procedures including local, state, and federal compliance
- Experience working in an HRIS system including Applicant Tracking System (ATS), payroll, and performance evaluation modules
- Ability to keep all HR-related employee issues confidential and develop tracking tools to maintain records on file
- Functional knowledge of DEI best practices and experience working with a Leadership Team to develop and drive HR and DEI strategies and processes
- Experience working with benefits enrollment
- Strong communication skills, team player, and experience in facilitating sensitive conversations
- Must be able to partner with employees at all levels of the organization to interpret policies and procedures
- Adept at managing multiple priorities and initiatives
- Strong computer skills including Microsoft Office suite products and HRIS software (Paycor is currently used at RMHC NEO)
- B.S. degree in HR Management, Business Administration, or DEI Management required
- 12+ years of related work experience
- SHRM certification highly desirable
- Ability and willingness to travel throughout Northeast Ohio
- ***Due to the COVID-19 pandemic, COVID-19 immunizations or approval of a medical or religious vaccination exemption submission will be required.***

This role is headquartered at the Cleveland Ronald McDonald House located at 10415 Euclid Avenue, Cleveland, OH 44106, but will also require working at the Akron Ronald McDonald House located at 141 West State Street, Akron, OH 44302. In addition to a competitive salary, we provide the following benefits as part of our compensation package - -

- Medical, dental and vision coverage. RMHC NEO covers 100% of employees' monthly healthcare premiums.
- 401k Plan with matching.
- Life Insurance, Short- & Long-Term Disability coverage paid by RMHC NEO
- Vacation, Sick Days and Holidays

Please apply on-line as indicated for consideration - - <https://www.rmhcneo.org/about-us/careers-internships/>

RMHC NEO is committed to continually striving to create an inclusive environment characterized by mutual trust and respect. RMHC NEO recognizes and values the diverse and unique talents and contributions of all individuals.

Ronald McDonald House Charities of Northeast Ohio, Inc. (RMHC NEO ®):

OUR MISSION is to enhance the healthcare experience for families and children through comfort, care, and supportive services.

Each year, thousands of families whose children are receiving medical care throughout Northeast Ohio are served through our:

- Ronald McDonald House® programs in Cleveland and Akron
- Ronald McDonald Family Room® programs in four Cleveland-area hospitals
- Ronald McDonald Care Mobile® in partnership with UH Rainbow Babies & Children's
- STAR Center at Cleveland Clinic Children's Outpatient Center
- RedTreehouse.org, the online Ronald McDonald Family Resource Link

OUR VISION is to inspire hope when and where families need it most.

OUR VALUES

- **Compassion** - - We support families and each other in a respectful, accepting, and equitable manner.
- **Excellence** - - We have an unwavering commitment to quality, collaboration, and continuous improvement.
- **Inclusion** - - We make everyone feel welcome.

- **Innovation** - - We encourage thoughtful and creative ideas to enhance our services and respond to changes in our environment.
- **Trust** - - We respect the privacy of our stakeholders, maintain a safe environment, and operate transparently.