



Public Health Solutions

Chief Human Resources Officer

New York, NY



Background

Health disparities among New Yorkers are large, persistent and increasing. Public Health Solutions (PHS) exists to change that trajectory and support New Yorkers and their families in achieving optimal health and building pathways to reach their potential.

As the largest public health nonprofit serving New York City, we improve health outcomes and help communities thrive by providing services directly to low-income families, supporting community-based organizations through our long-standing public-private partnerships, and bridging the gap between healthcare and community services. We focus on a wide range of public health issues including food and nutrition, health insurance, maternal and child health, sexual and reproductive health, tobacco control, and HIV/AIDS.

Learn more about our work at healthsolutions.org/

Position

Reporting to the Chief Administrative Officer (CAO), the Chief Human Resources Officer (CHRO) will design a strategy for human resource operations, partnering closely with the Executive Team, their own department, and office leaders to implement the strategy throughout the organization. They will drive best practices and initiatives, providing strategic direction and expertise for all talent and human resources activities. This includes talent strategy, talent acquisition, talent management, workforce planning, staff learning and development, organizational development, employee relations, compensation and benefits and all other business and functional human resources programs.

The CHRO will directly oversee a team of six Human Resources professionals and be responsible for structuring, leading, mentoring, and supporting this team to ensure PHS' daily HR operations are well executed and effective.

The CHRO is tasked with aligning PHS' people, processes, and policies with organizational values, to create a culture where diversity, equity, anti-racism and inclusion are integrated into all aspects of the organization and its work.

This is an exciting opportunity for an experienced and creative human resource professional to both refine existing and develop new initiatives and programs that impact all staff throughout our organization.

Responsibilities

Strategy and Leadership

- Lead development and execution of all human resources and organizational development activities including learning and professional development,



performance management, employee engagement, diversity, equity and inclusion, and talent acquisition.

- Assess all aspects of PHS' human resource structure, culture, policies and programs, for relevance to its mission and organizational structure. Make recommendations for improvement across all HR functions to meet changing internal and external conditions.
- Ensure the organization is well equipped to attract, retain, and motivate a high quality, diverse workforce, enabling it to carry out its mission and achieve its objectives.
- Develop strong relationships with PHS employees across the organization and all stakeholder groups including union members to seek input, problem solve, inform, and ensure employee needs are met.

Recruitment and Retention

- Oversee an effective recruitment and onboarding process with a focus on diversity and inclusion that identifies and secures talented individuals committed to the organization's mission.
- Develop and implement a compensation policy and standards that is competitive with external markets and ensures equity across the organization.
- Support departments in recruitment of the best-qualified candidates while maintaining a diverse workforce; standardize recruitment processes across the organization.
- Plan and execute employee communications to enhance employee morale and educate staff regarding human resources programs, policies, and procedures.

Organizational Development, Training & Performance Management

- Design and manage a professional learning and development program for staff at all levels of the organization, including managers, that will result in improved employee and organizational performance.
- Oversee compensation and promotion practices to ensure salary benchmarking and equity.
- Partner with and coach management on goal-setting practices and professional development in support of achieving program objectives, organizational growth and workforce development.
- Develop strong working relationships with managers, taking a proactive approach to address crises, employee relations issues and performance challenges as they arise.
- Mentor and coach Executive Leadership Team and Senior Management Team on issues related to human resources to support improved employee performance and engagement.

Labor Relations & Compliance

- Design and implement organization-wide management policies and procedures that are best-in-class and consistent with PHS' mission. These include, but are not limited to, researching and recommending changes to policies and monitoring compliance.
- Anticipate and resolve complex problems and questions, including employee relations issues, in an economical and equitable manner compliant with legal regulations and general business practices, collaborating with General Counsel as needed.
- Receive and investigate all complaints and take corrective disciplinary action and/or reply as needed. Assist investigations and litigation involving current and former employees, in collaboration with leadership, manage actions and proceedings brought against PHS.
- In collaboration with General Counsel, ensure compliance with federal, state, and local regulatory agency guidelines and standards.

HR Operations & Administration

- Lead, coach, and mentor the Human Resources team to deliver high quality and responsive HR services, programs and procedures, ensuring the team can effectively address the challenges of a highly dynamic and diverse organization.
- Implement and manage HR Business Continuity Plan to ensure organizational readiness in event of emergency or service disruption.
- Organize and oversee employee benefits program, track benefits trends and new developments, ensuring compliance with government regulations.
- Maintain ongoing communication with managers, staff and union representatives to seek their input and keep them informed of human resources policies, regulations, and practices.

Qualifications

The CHRO must be a seasoned leader with a minimum of 12-15 years of senior HR leadership experience, ideally within nonprofit organizations. A bachelor's degree is required and a master's degree preferred. Certification (PHR, SPHR, SHRM-CP) is a plus.

The CHRO will have the following experience and attributes:

- Expertise with conflict resolution and mediation practices.
- Strong HR generalist experience, both as an effective strategist and practitioner, with a track record of successful execution of human resources programs.
- Excellent interpersonal, project management, customer service and organizational skills.
- Strong listening and communication skills, written and spoken, with the experience and ability to build relationships with diverse stakeholders and to be an effective spokesperson.
- Demonstrated experience and commitment to building and working within a diverse, equitable, inclusive, multi-cultural, and anti-racist community.

- Track record of success leading and navigating organizational change.
- Working knowledge of regulations and laws governing New York and national employment.
- Knowledge of human resources best practices, basic employment law, employee relations, training, and compensation/benefits.
- Knowledge of State, Federal and NYC legal requirements related to human resources including EEO, ADA, Workers' Compensation, Wage and Hour, COBRA, FMLA, NYS Paid Family Leave, etc.
- The ability to manage difficult situations with tact and diplomacy, multi-task in a fast-paced environment, and maintain confidentiality.

PHS is committed to providing equal employment opportunity to all qualified individuals and endeavors to hire individuals of diverse races, colors, creeds, ethnicities, religions, genders, gender identities or expressions, ages, sexes, sexual orientations, national origins, and disabilities, as well as those with protected citizen, marital or partnership, pregnancy, and veteran or health statuses (including HIV status and genetic information).

This position description is based upon material provided by
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To apply to this position, please click [HERE](#).

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