



Position Description

Position Title:	<i>Director of Human Resources</i>	Department:	<i>Administration</i>
Reports To:	<i>Executive Director</i>	FLSA:	<i>Exempt</i>

Position Summary

Under direction of the Executive Director, The Director of Human Resources contributes to the successful achievement of the organization's mission and strategic initiatives by providing leadership, oversight, evaluation and direction for the human resources services of the organization through planning, organizing and directing the various HR functions. Additional responsibilities include, but are not limited to oversight of policies and procedures, employment, compensation, general liability, employee health and safety programs, employee education and training opportunities, succession planning, recruitment, and ensuring compliance with state, federal and municipal statutes and regulations. Director of Human Resources serves as a member of the senior leadership team.

Core Competencies

Job Knowledge/Technical Knowledge - Demonstrates knowledge of techniques, skills, equipment, procedures and materials. Applies knowledge to identify issues and internal problems; works to develop additional technical knowledge and skills.

- Contributes to the successful achievement of the organization's mission and strategic initiatives by providing leadership, oversight, evaluation and direction for the general human Resources services and programs of the organization through planning, organizing and directing the various functions.
- Works collaboratively with members of the Senior Leadership Team to assure achievement of annual business and strategic goals, and objectives.
- Administers human resources policies and procedures to include maintaining employee handbook, and policies and procedures manual.
- Responsible or assists with workforce planning & employment, human resource development, employee orientation, compensation, employee & labor relations, and strategic HR planning.
- Ensures compliance with local, state, and federal regulations concerning employment and compliance.
- Maintains employee records (personnel file, confidential file, and credential file) integrity, security and compiles reports from database.
- Manages compensation program; reviews compensation schedule and recommends changes.
- Recommends new approaches, policies, and procedures to effect continual improvements in efficiency of Eastern Aleutian Tribes Inc. and services performed.
- Manages staffing of clinics to ensure all clinics are staffed appropriately with no lapse in coverage.

Communication - Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.

- Responds to inquiries regarding policies, procedures and programs.
- Participates in administrative staff meetings and seminars as directed.
- Coordinates evaluation of reports, decisions, and results of HR department in relation to mission, vision, values, and goals of Eastern Aleutian Tribes Inc.
- Be proactive and respond timely to inquiries regarding employment with EAT

Customer Service - Listens and responds effectively to customer questions; resolves customer problems to the customer's satisfaction; respects all internal and external customers; uses a team approach when dealing with customers; follows up to evaluate customer satisfaction; measures customer satisfaction effectively; commits to exceeding customer expectations.

Problem Solving - Anticipates problems; sees how a problem and its solution will affect other units; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner.

- Manages employee relations counseling, outplacement counseling, and exit interviewing.
- Assist managers with disciplinary actions when necessary.

Staff development - Works to improve the performance of oneself and others by pursuing opportunities for continuous learning/feedback; constructively helps and coaches others in their professional development; exhibits a "can-do" approach and inspires associates to excel; develops a team spirit.

- Partners with hiring manager(s) and conducts recruitment for all positions within EAT.
- Coordinates or assists with employee recognition program.
- Administers and Reviews performance evaluation program and recommends revision as practical.
- Administers and Coordinates orientation and termination/exit processes.

Attention to Detail - Is alert in a high-risk environment; follows detailed procedures and ensures accuracy in documentation and data; carefully monitors gauges, instruments or processes; concentrates on routine work details; organizes and maintains a system of records.

- Participates in professional development activities to keep current with trends and practices in Human Resources (conferences, trainings).
- Other duties as assigned.
- Maintains employee personnel records, organization charts and employee directory.
- Conforms to safety policies, general housekeeping practices.
- Demonstrates sound work ethics, flexible, and shows dedication to the position and the community.
- Demonstrates a positive attitude, is respectful, and possesses cultural awareness and sensitivity toward clients and co-workers.
- Keeps customer service and the mission of the organization in mind when interacting with all clients, co-workers, and others.
- Expected to be prepared to start shift at scheduled time, meet attendance standards, and work the hours necessary to perform the essential functions of the job.
- Employees are expected to embrace, support and promote the core values of respect, integrity, trust, compassion and quality which align with the EAT mission statement through their actions and interactions with all patients, staff, and others.
- Conforms to EAT policies and Joint Commission and HIPAA regulations.
- Performs other duties as assigned or required.

Measurable Goals

1. Prepares HR related KPI's quarterly
Measured by: Report is submitted to the Executive Director by quarterly board report date.
2. Create and maintain a substantial exit and stay interview reporting and employee satisfaction survey analysis bi-annually
Measured by: submitting summary of exit and stay interview reporting and employee satisfaction survey by April 30th and October 31st to the Executive Director
3. Completes objectives and activities as assigned in Operating Plan.
 - a. Compensation Policy
 - b. Employee Wellness
 - c. Employee Professionalism
 - d. Employee Orientation and TrainingMeasured by: Completing the specific activities and tasks according to the timeline established.
4. Stays current with human resource practices to include federal and state employment laws
Measured by: Training/travel expense reports
5. Travel to King Cove and Sand Point once a year and the other six clinics every other year in the region to provide leadership and support, and maintain employee relations throughout EAT. (Five one-week trips per year)
Measured by: Travel Expense Reports
6. Attend and exhibit for recruiting purposes at least two professional conferences per year
Measured by: Travel Expense Reports

Qualifications

Education and Experience

- Bachelor's degree Human Resources Management or a closely related field.
- Seeking or holding Professional in Human Resources (PHR) certification preferred.
- Three or more years' experience in Human Resources management.
- Experience in health care organizations preferred.
- Experience with multiple-site staffing of 50+ clinical and non-clinical workforce preferred.

Knowledge, Skills & Abilities

- Knowledge of fundamentals, principles and practices of Human Resource Administration.
- Knowledge of cultural sensitivity to Alaska Native issues as well as the knowledge and understanding of tribal organizations.
- Knowledge of Alaska Native healthcare systems.
- Knowledge of credentialing process for providers
- Skill in developing solutions to problems or questions relating to work;
- Ability to coach workforce through complex, difficult issues.

- Ability to protect the Eastern Aleutian Tribes, Inc.'s assets through compliance with local, state, and federal employment regulations.
- Ability to research and analyze various types of data.
- Ability to observe confidentiality and impartiality; upholds Code of Conduct of Eastern Aleutian Tribes Inc.
- Ability to effectively communicate both orally and through written documents.
- Ability to make recommendation for effective resolve problems or issues using knowledge and judgment consistent with the culture, standards, practices, policies, procedures, regulation or government law.
- Ability to rely on experience, research, and judgment to plan and accomplish goals in support of the mission of Eastern Aleutian Tribes Inc.
- Ability to use computer programs productively for word documents, research, spreadsheets, presentations, and databases.
- Ability to organize and prioritize work.

Performance Criteria

- Greets every customer with eye contact and a smile. Solicits and responds to feedback for customer satisfaction
- Attendance is regular and on time without excessive absences
- Presents self and EAT by displaying professional behavior and appearance
- Practices and promotes effective collaboration to accomplish the goals of the team
- Supports the Mission and values of EAT; creates solutions that add value to the operations of EAT.
- Keeps an open mind and is fair, objective, and fact-based when dealing with employees; hears all sides before decisions or recommendations are made

Succession Plan/Position

Director of Operations and Health Services
Executive Director

Working Conditions

Work is performed in a standard office environment and in a clinic setting. May occasionally be exposed to hazardous conditions and infectious diseases. May be required to work outside the traditional work schedule, i.e. evening and/or weekend work. Working under stress. May be called out to work off-shift in emergency situations.

Physical Requirements

The following demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. The position requires the ability to sit for long period of time. Requires normal range of hearing and eyesight. Requires eye-hand coordination and manual dexterity to operate office equipment such as computer keyboard, photocopier, telephone and calculator. May be required to lift approximately 30 pounds. May require occasional travel to remote locations by boat, snowmobile, ATV or small plane.

Direct Reports

Human Resources Travel Technician and Human Resources Assistant

Native Preference

Director of Human Resources

“Working Together to Promote Health Communities”

Preference shall be given to eligible & qualified Alaska Native/American Indian applicants, pursuant to PL 93-638 Indian Self Determination Act as amended, in hiring, contracting, and training for all positions within Eastern Aleutian Tribes. Eastern Aleutian Tribes is a drug & alcohol free/smoke free workplace.

Eastern Aleutian Tribes Inc. has the right to modify the duties and functions of the job description based on the needs of the organization and will be reviewed and updated, as often as necessary.

Approved By:		Date:	
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Signature below acknowledges that I have received a copy of my job description, I have read & understood the requirements of this position and my supervisor has discussed it with me.

Employee Signature

Date

Supervisor Signature

Date