



Human Resource and Administrative Manager

Job Category: Administrative

Job Status: Full-time

Reports to: Chief Operations Officer

Job Summary: The Manager of Human Resources and Administration provides the leadership, business knowledge and management necessary to ensure program quality and efficiency for Human Resources, Office Management, and the Volunteer Program. This position ensures these areas have the proper operational controls, administrative and reporting procedures, and people systems in place to effectively operate.

Responsibilities: Primary responsibilities include but are not limited to:

Administrative Leadership and Management

- Provide guidance on recruitment, terminations, performance management and employee relations.
- Ensure HR best practices are implemented at all times.
- Ensure employee files are up-to-date with all requirements:
 - Complete criminal background checks and communicate with Program Managers when additional approval is needed to extend employment;
 - Complete annual FCSR checks;
 - Complete Child Abuse & Neglect screening in additional states as required at new hire and annually, thereafter;
 - Complete driving record checks upon new hire and every two (2) years, thereafter;
 - Ensure all new hire paperwork is completed;
 - Ensure medical and FMLA information is kept in a secure location, separate from employee files in an organized manner;
 - Ensure bi-annual employee file audits are completed; and
 - Maintain up-to-date employee files, records and data.
- Participate in facilitating a positive relationship between personnel and senior management.
- Administer and monitor benefit programs.
- Ensure on-boarding processes are effectively managed and partner with hiring managers to conduct new employee orientation.
- Demonstrate skill at negotiating win-win agreements and build alliances within the organization.
- Executes strong customer services both internally and externally with tact and diplomacy.
- Provide direct administrative support including but not limited to;
 - Create and maintain filing systems;
 - Compile and organize information from different sources to develop agendas, meeting materials, and reports; and
 - Assist with the planning and coordinating of moderately complex projects.

- Serve as the office coordinator by facilitating the support activities of staff to complete necessary office systems and program functions.
- Execute and supervise the operational functions of reception resulting in the implementation of quality service delivery; cover front as needed when receptionist is absent.
- Supervise the implementation, usage, and growth of the Volunteer program including making community connections and presentations. Maintain up-to-date volunteer records.
- Strive to build a sense of team and increase employee satisfaction within the agency. Serve as an active member of the Retention Committee.
- Coordinate, in collaboration with the training department and Retention Committee, training requirements and training opportunities and needs for staff. Execute agency-wide trainings as assigned or requested. Travel to branch offices may be required.
- Conduct individual supervisory conferences with receptionist at least bi-monthly with the goal of providing continual support, guidance, and work product evaluation/feedback.
- Complete timely probationary/annual employee evaluations.
- Responsible for monitoring the workload of staff supervised and adjust as needed.
- Responsible for identifying the training needs and professional development needs of staff supervised.
- Ensure employee-of-the-month awards are timely. Keep up-to-date records.
- Complete agency statistics as needed or required. Maintain and update agency policies as needed.
- Maintain positive contact and relationship building with other partner agencies and community stakeholders especially as it pertains to donations that benefit our client base.
- Responsible for making community presentations to increase recruitment outcomes for effective and diverse hiring efforts (i.e. colleges, job fairs, etc.).
- Attend trainings and meetings as required, and actively participate in all leadership meetings.
- Contribute on an organizational level with a focus on agency culture, cultural competency, and performance improvement outcomes.
- Participate as an active team member with all agency departments (i.e. attend meetings as assigned, ensure availability of residents for scheduled on and off campus appointments, etc.) so the agency's efforts to assist clients and maintain licensing/contract/COA standards are coordinated for maximum effectiveness.
- Support FosterAdopt Connect board efforts by helping with Board recordkeeping, completing Board meeting minutes, updating board handbooks, and assisting with new board member on-boarding.
- Maintain strong, open communication with direct supervisor regarding services delivered, concerns or questions.

Outcome Planning/PQI

- Responsible for the measurement and effectiveness of the program, both internal and external.
- Implement and lead a continuous quality improvement process throughout the program and service areas in his/her purview, focusing on systems/process improvement and personnel growth.
- Participate in quarterly client audit reviews; make updates/changes as identified through the PQI process.
- Participate in the evaluation and implementation of service improvement as identified by FosterAdopt Connect's internal PQI process.

Financial Management

- Oversee budget performance to assure fiscally sound operations that meet budget expectations.
- Manage effectively within approved budget, and report accurately on progress made and challenges encountered to COO and CFO.
- Assist with grant planning and execution as required.
- Participate in annual budget planning process in conjunction with the CFO and COO, as needed.

Strategic Planning

- Provide vital input in short- and long-term strategic and operational planning, evaluation and positioning within FosterAdopt Connect.
 - Assist with the agenda and development of growth strategies for FosterAdopt Connect.
 - Assist to implement growth strategies.

Qualifications

- Bachelor's Degree (Master's Degree preferred) in Human Resources and three (3+) years of experience working in public administration, human resources, or related industry.
- Experience creating and driving the analytic framework for planning and managing organizational change in a fast growing organization.
- Demonstrated resourcefulness in setting priorities, proposing new ways of creating efficiencies, and guiding investment in people and systems.
- Core understanding of program development, implementation and evaluation.
- Strategic thinker.
- Outstanding organizational and planning skills.
- Solid commitment to the principles of support and advocacy for foster and adoptive families.
- The ability to collaborate and advocate for positive outcomes, using excellent interpersonal skills in multi-disciplinary, diverse, and dynamic professional teams.
- Strong verbal communication skills and demonstrated ability to write clearly and persuasively.
- Demonstrated leadership ability, team management, and interpersonal skills. Must have ability to quickly establish rapport and build trust.
- Flexible and a self-starter; able to multi-task while also being highly detail-oriented while meeting all deadlines.
- Work as a necessary part of a team effort with colleagues of all demographics.
- Model ethical and professional behavior at all times.
- Participate in ongoing meetings/professional memberships and trainings as required by the COO/CEO.
- Experience working with marginalized communities with a nuanced understanding of systemic oppressions.
- Flexibility and adaptability, able to shift styles to fit the needs of a wide range of cultures, people, and organizations.

Compensation and Benefits

- Salary commensurate with experience
- Full-time, exempt position
- Health, dental, vision, short and long-term disability, and life coverage options provided
- We pay 100% of long-term disability and life insurance premiums and 50% of health insurance costs. Additionally, we offer a match for a 403(b) retirement plan. We also provide access to dental insurance and short-term disability for purchase.

FosterAdopt Connect does not and shall not discriminate on the basis of race, color, religion, gender identity, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its programs or services. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, subcontractors, vendors, and members.