

Job Description

Job Title: Human Resources Manager

Reports to: President

Statement of Purpose:

Responsible for development and implementation of HR policies and programs. Supports the GHSN managers/supervisors in carrying out their leadership responsibilities and the broader GHSN team in fulfilling the mission and philosophy of GHSN. Responsible for day to day operations of the HR function. The responsibilities of this role are broad and strategic as the senior HR leader on the GHSN team, as well as tactical in the implementation and execution of initiatives and day to day responsibilities.

Major Tasks, Duties & Responsibilities:

Develops, gains consensus for and recommends HR policy, including policy for employee relations, employment, compensation, performance evaluation, employee development, employee benefits and employee health and wellness.

Assesses customer requirements and designs and implements HR practices that assure high quality, cost-effective services in the areas of recruiting and staffing, employee relations, compensation, benefits, employee health and wellness, personnel records and HR information systems. Continuously assesses customer satisfaction and continually improves HR services and programs and policies to support the achievement of GHSN objectives.

Assists with the design of the GHSN organization structure and helps select staff for positions within the organization. Assists in establishing performance objectives for staff members, coaches and develops staff, and helps evaluate performance.

Maximizes the use of available technology and contemporary HR approaches to assure cost-effectiveness and customer satisfaction.

Monitors patterns and trends of associate satisfaction, turnover, and reasons for separation. Develops and implements methods of tracking, reporting, predicting and preventing employee and workplace issues, as well as practices for resolution of issues. Advises management on ways to continually improve the workplace and assures ongoing ability to attract, retain and engage skilled and competent employees.

Designs and develops recruitment strategies and programs to support GHSN projects and support the GHSN mission and culture as a workplace and serve the important technical and cultural needs of our clients.

Develops an overall philosophy and approach to positive employee relations, professional development, training and communication tools and methods to assure management and associate understanding of workplace policies, expectations and HR policies, work rules and benefits.

Develops compensation philosophy and pay programs which assure the ongoing ability to attract employees in a competitive market, maximizes internal fairness and equity, and aligns compensation programs with the strategic objectives of GHSN.

Participates in the design and development of employee benefit programs, making recommendations on ways

to provide the highest level of benefits to employees in a cost-effective manner. Administers the employee benefit program and promotes employee benefits through communication programs and ongoing customer service.

Oversees employee activities and recognition programs, including suggestion programs, service awards, retirement recognition, and other programs and events designed to demonstrate appreciation for employees.

Ensures that personnel records are maintained in a method that assures confidentiality and compliance with legal requirements.

Assures that all areas of responsibility are in compliance with legal requirements and regulatory agencies.

Works with leadership team to ensure that the necessary leadership training is available to all leaders.

Designs onboarding and orientation programs for new associates and staff members.

May prepare operational reports and schedules to ensure and improve organizational efficiency.

Help to maintain a safe and secure working environment.

Other Duties as assigned/requested.

Skills, Abilities and Educational Qualifications:

- Bachelor's degree in Business Administration, Human Resources Administration or related field.
- Five to seven years progressively more responsible related work experience as a change agent in an organization with multiple sites.
- In-depth and up-to-date knowledge of employee compensation, employee benefits and employee relations laws and technology.
- Advanced interpersonal skills necessary in order to effectively represent GHSN, often in highly sensitive situations, and to discuss and resolve complex employee relations problems among all levels of employees.
- Advanced analytical skills needed in order to develop and implement new Human Resources systems, techniques and/or procedures; determine system-wide personnel needs and prepare reports and analyses.
- Strong leadership and motivational skills in a highly changeable environment.
- Must possess a thorough understanding of GHSN mission, values, philosophy of service and service standards.
- Must be proficient in Word, Excel and Powerpoint.
- Must possess excellent communication and organizational skills and attention to detail.
- Must be culturally sensitive and appropriate.

- Must possess a personal presence that is characterized by a sense of honesty, integrity and caring with the ability to promote the philosophy of service, mission and values of GHSN.
- Must be flexible and able to multi-task.

Physical and Mental Working Conditions:

Incumbent will frequently function within tight deadlines that may require flexibility in scheduling of hours, especially given international time zones. Up to 25% of time may require travel.

These essential functions identify the major requirements of the job. They are not an exhaustive list of all job requirements. An employee may be called upon to perform physical actions not specifically identified in this job description.

Our Mission Statement

Global Health Services Network recognizes that every healthcare organization is unique. Building on the foundation of personal, trusting relationships, and both administrative and clinical networks, GHSN assists hospitals and health systems worldwide to:

- Provide the highest possible quality care to patients and their families in a compassionate and dignified manner;
- Excel in customer service and patient care;
- Meet and exceed performance targets, including financial goals;
- Attract and retain the most qualified and service oriented staff;
- Explore and undertake innovative methods and processes to improve the life status of their communities.

GHSN defines the customer of healthcare organizations as the patient, families, staff and community, and places a high emphasis on customer service, quality of care and efficiency.

Our Cultural Characteristics

Our organization is driven by the following characteristics which form the foundation for the work we do, and how we do it.

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| • Integrity | • Excellence | • Innovation |
| • Cultural Sensitivity | • Respect | • Customer-Centricity |
| • Service | • Relationship Oriented | |