



## Job Description

# HUMAN RESOURCE (HR) MANAGER

August 2025

***The mission of Healthy Start is to improve maternal and child health and to reduce poor birth outcomes and infant mortality.***

### **Position Overview:**

The HR Manager supports the mission and operations of Healthy Start, Inc. by ensuring compliance with federal and state labor and employment laws, leading employee recruitment and retention efforts, overseeing training and staff development and managing overall employee engagement activities. The successful candidate will make it a priority to balance employee satisfaction, risk mitigation and the strategic directives of the CEO. The HR Manager will serve as a strategist and lead execution on projects, tasks and initiatives that strengthen the Healthy Start workforce, ensure that Healthy Start has a strong employee relations program, that personnel matters are addressed with discretion and confidentiality and that communication is transparent. This position will report to and work in collaboration with the Chief Operating Officer and Director of Administration to ensure development and adherence to standard operating procedures (SOPs), recommend policy upgrades, advise in recruitment strategies and assist in the performance management process. The person in this role has a deep commitment to the work of Healthy Start, is equity focused, and embraces how the organization's mission drives staffing decisions. This position will supervise the Training and Development Coordinator.

### **Duties and Responsibilities:**

- ***Recruiting***
  - Ensure all open positions are filled within the deadline provided. This will include:
    - Work with the Director of Administration to design and implement recruitment strategies
    - Assist in the development of existing and new job postings
    - Recommend multiple recruitment sites for greater exposure and candidate pool
    - Develop a network of suitable candidates for all areas of programming
    - Develop and recommend pre-screening questions for open positions
    - Collaborate with management and hiring team to improve recruitment plan
- ***Onboarding***
  - Ensure consistent and comprehensive new employee onboarding process. This will include:
    - Complete and file all payroll documents with the finance department
    - Review relevant company hiring and HR policies
    - Ensure all passwords, equipment and security credentials are provided
    - Resolve any issues that may arise during the hiring phase for all newly hired employees
    - Follow up with all new hires within the 1<sup>st</sup> working week to ensure their needs are met and they are following all necessary protocols
- ***Record Maintenance***
  - Ensure all employee documentation is kept up to date and compliant. This will include:
    - Maintain up to date electronic staff records utilizing Healthy Start software systems
    - Ensure timely update of records are available to both the employee and management
    - Process all payroll changes by submitting the required documentation to finance department
    - Support employee navigation of HR systems

- ***Training, Development, Performance and Strategy***
  - Ensure Healthy Start staff have comprehensive HR training support. This will include:
    - Support managers, supervisors and the training and development coordinator in identifying training needs and resources
    - Deliver basic HR trainings
    - Participate in staff evaluations when requested to ensure consistent and fair treatment is provided to staff members
    - Regularly report compliance issues to the Director of Administration
    - Assist with the development and implementation of employee satisfaction surveys
- ***Employee Relations***
  - Ensure Healthy Start maintains a productive and supportive work environment. This will include:
    - Serve as the Primary point of contact for staff HR questions, concerns, ideas and feedback; escalate when appropriate
    - Develop and implement employee programs and initiatives that boost morale and promote the mission and values of Healthy Start
    - Develop strategies and metrics to assess employee satisfaction
    - Provide all staff with conflict resolution while addressing sensitive workplace issues
    - Investigate all complaints and provide transparent communication with the Director of Administration
    - Possess the ability to mediate and resolve issues brought to the attention of HR
    - Provide feedback to management by conducting exit interviews
- ***Special Assignments***
  - Accommodate CEO, COO and support colleagues for additional special assignments that may occur during the course of employment

**Education and Experience Requirements:**

- Bachelor's degree required in Human Resources or business-related field with 5-7 years' experience
- Master's degree and/or Human Resource certification preferred

**Qualifications, Skills and Knowledge Requirements:**

- Resourceful, problem-solving aptitude and thorough knowledge of HR procedures and policies, as well as State and Federal HR laws
- Understanding of personnel and compliance records management
- Experience with HRIS systems preferred
- Strong oral, written and technical communication skills
- Attention to detail and accuracy
- Ability to work independently or as part of a team, and to manage multiple tasks and projects in fast-paced environment
- Ability to analyze and resolve issues and problems
- Ability to communicate effectively with stakeholders at all levels
- Strong organizational and time management abilities; ability to meet deadlines
- Proficient with Microsoft Office Suite (e.g., Word, Excel, PowerPoint) and Windows operating systems
- Proven ability to manage multiple projects and prioritize tasks
- Resourceful, problem-solving aptitude and thorough knowledge of HR procedures and policies
- Excellent interpersonal skills, ethics, and cultural awareness
- Ability to maintain confidentiality

**Physical Demands:**

This position is a hybrid position; the HR Manager is expected to work no less than 24 hours per week in-office.

- The work performed is 80% office work requiring sitting, typing and answering phones, with occasional light lifting, carrying, stooping, standing, bending, walking and filing.
- Intense mental, visual, and aural attention is required as the work involves responding to requests, planning, or performing work that is at times, can be fast paced.

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.***

**Compensation**

\$70,000 - \$75,000 commensurate with experience. FLSA Status: Exempt