

Chief People and Culture Officer Job Posting & Description

Community Shelter Board (CSB) seeks an exempt, full-time Chief People and Culture Officer.

Community Shelter Board is an award-winning non-profit organization leading a community effort to make sure everyone has a place to call home. This position is responsible for leading the organization's human resources (HR) and diversity and inclusion (D&I) functions. The CPCO builds relationships, designs and implements programs, messaging, materials, and trainings to increase diversity, equity and inclusion in CSB's internal and external work to end homelessness and to make progress on CSB's system-wide strategy to attract and retain qualified workforce.

You'll have the opportunity to work in a fast-paced environment in this full-time position. Minimum qualifications are:

1. Degree in organizational psychology, human resources, diversity and inclusion, or related field is required; SHRM-SCP preferred.
2. At least 15 years' experience in organizational culture and human resources, change management, or designing and implementing effective diversity and inclusion programs.
3. Combination of life and work experience and education that demonstrate the abilities to carry out the job functions.
4. Congruence with agency mission and values.

Experience working in a not-for-profit setting and working with homeless and/or other disadvantaged populations are preferred.

CSB offers a competitive salary and a highly unique benefit package:

health, dental & vision insurance • employer-funded flexible spending accounts • life insurance
401(k) plan with up to 10% employer contributions • lifestyle spending account for personal growth
4 weeks paid time off • 10 paid holidays • hybrid work environment • healthy work/life balance
free parking • strengths-based culture • active diversity, equity & inclusion program
dynamic leadership development program

Learn more about CSB at www.csb.org. Interested applicants should submit a resume and cover letter to hiring@csb.org by May 5, 2023. Community Shelter Board is an Equal Opportunity Employer and conforms to all applicable employment practices. We strongly encourage diverse applicants to apply.

Chief People and Culture Officer

Pay Range: \$90,000 - \$120,000

Status: Exempt, full-time

Benefits: Medical, prescription, dental, vision, life, disability, retirement plan, Section 125 cafeteria benefit plan, and paid leave.

Reports to: President and CEO

Unit: Administration

BASIC FUNCTION

The Chief People and Culture Officer (CPCO) is an organizational culture expert responsible for leading the organization's human resources (HR) and diversity and inclusion (D&I) functions. The CPCO builds relationships, designs and implements programs, messaging, materials, and trainings to increase diversity, equity and inclusion in CSB's internal and external work to end homelessness and to make progress on CSB's system-wide strategy to

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attract and retain qualified workforce. This work is rooted in CSB's values centered on collaboration, passionate, committed effort, accountability and integrity, curiosity and innovation, and transparency.

EFFECT ON END RESULTS

This position is focused on the achievement of the organization's goals by ensuring sound planning, development, implementation and improvement of systems, programs, services and training related to human resources, diversity, equity and inclusion. This work takes place within Community Shelter Board and its Board of Trustees, within CSB's provider agencies, and as an HR and DEI subject matter expert within the social services sector in general. The position challenges CSB's current structures and policies to ensure CSB is designing systems, programs, services and training that support true equity and inclusion.

ESSENTIAL FUNCTIONS

- 1) Oversees human resource activities internally and through any outside contractors.
 - a) Manages human resource activities and relationships, including payroll review. Serves as human resources contact for staff and HR vendors.
 - b) Develops a clearly delineated, phased strategic plan for internal culture that includes key milestones, measurable outcomes, and responsible department/role.
 - c) Thinks strategically about improving employee recruiting, hiring, and retention.
 - d) A plan for reviewing and updating the Employee Handbook is established annually by November 1 and Employee Handbooks are published annually by March 1.
 - e) Manages CSB benefits re-enrollment process annually, to be completed no later than December 15.
 - f) Monitors 401k plan investments with external investment manager and pension plan documents, if necessary, with legal and external plan accountants at least two times per year.
 - g) Oversees annual retirement plan IRS return and ensures compliance with filing requirements.
 - h) A plan for compensation and position description review is established annually by January 1 and finalized by March 15 for the upcoming fiscal year.
 - i) Completes the annual staff budget no later than March 15, for the upcoming fiscal year, in collaboration with the COO and CEO.
 - j) An annual compensation summary is issued to staff no later than September 30.
 - k) A Table of Organization is maintained and updated regularly.
 - l) A new hire and an exit interview packet is maintained to support supervisor compliance with CSB standards during hire, separation, termination or resignation of employees.
 - m) Position posting, interviewing, and hiring practices comply with CSB policy. Manages new employee hiring and termination processes, as applicable. Manages new employee orientation.
 - n) Oversees the quarterly and annual performance management system.
 - o) Works with outside contractor to assure CSB follows ERISA requirements.
 - p) A process is in place for the review and update of all Administrative Policies and Procedures at least every other year and as needed for some specific policies with annual in-service review of essential P&Ps.

- q) Oversees talent management, including staff training and leadership development, retention, recognition, employee communication and career development.
- r) Oversees workers compensation and unemployment claims. This includes oversight of claims, appeals, invoicing and managing third-party administrator agreements.
- s) Remains current with employment laws and regulations. Maintains an effective program of compliance with laws and regulations related to human resources and evaluates HR priority needs and makes recommendations based on best practices and data.
- t) Oversees HR systems and employee records to ensure accuracy and completeness and improve the overall operation and effectiveness of the organization. Ensures timely and accurate submission of data and reports, as requested.

2) **Work Internal to CSB and CSB's Board of Trustees**

Ensures a strong DEI practice within CSB and within CSB's Board of Trustees

- a) Advises and ensures the CEO, Board of Trustees and leadership on best practices decisions, communications and policies.
- b) Establishes and maintains an equity awareness of CSB's system of homeless services.
- c) Is the DEI subject matter expert for all staff creating regular interdisciplinary trainings, coaching, and active implementation of DEI philosophy.
- d) Assists departments with external-facing communications ensure mission centered DEI compliance for various audiences including but not limited to donors, stakeholders, and the community at large. Develops presentations, speeches, and where needed, public testimony.

3) **External Work with CSB Partner Agencies**

Assists CSB partner agencies with their staff recruiting strategies.

- a) Collaborates with partner agencies to develop and implement strategies to ensure system-wide workforce pipeline employee recruiting, hiring and retention.
- b) Raises awareness about the system's work by attending career events, community functions and organizing job fairs for system partners.
- c) Advances recruiting opportunities by developing relationships and working with local universities to market the system, develop internship programs, find opportunities to drive people to the partner agencies' open positions.

Ensures a strong DEI practice within CSB partner agencies.

- d) Develops and implements work with partner agencies to advance their DEI practice.
- e) Works with partner agencies to develop curriculum about the intersection of race and homelessness.
- f) Ensures that each partner agency has a cultural competency plan in place and monitors their cultural competency plan.
- g) Creates trainings, communications and programs for partner agencies.
- h) Provides research on best practices, recommends strategies and solutions in support of new programs or collaborations to increase cultural competence and humility, inclusion and awareness system-wide.

4) **Represent CSB's DEI work as a subject matter expert in the social service sector**

Contributes to a strong DEI Practice in the social service sector.

- a) Develops a practice community with social service partners in the community.

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- b) Actively seeks and participates in community events which support enhancing CSB's DEI practice.
- c) Keeps up on legislation with a DEI lens around homelessness and housing and makes recommendations for CSB action.

OTHER FUNCTIONS

1. Participates in strategic planning for the organization. Provides leadership and consulting support to management on matters of cultivating culture, setting goals, developing policies, and implementing strategic objectives. Consults with all areas of management responsible for policy or actions.
2. Maintains Fierce program for all staff through regular training, modeling behavior, coaching, and active implementation of philosophy.
3. Recommends and implements techniques to improve productivity, increase efficiencies, cut costs, takes advantage of opportunities and implements state-of-the-art practices.
4. Keeps abreast of current trends and practices in field of expertise; provides presentations to CSB staff and/or external stakeholders, as indicated.
5. Active participant in Directors' Group and Executive Team and serves as other Director when assigned.
6. Contributes to an atmosphere of dignity, respect, and diversity, and adheres to CSB's Code of Conduct. Ensure equal treatment of others without regard to race, religion, color, national origin, ethnicity, ancestry, sex, sexual orientation, gender identity and expression, age, disability, veteran status, familial status, or socio-economic status.

KEY LEADERSHIP COMPETENCIES

1. Adherence to a strong and effective set of core values and beliefs.
2. Widely trusted and seen as a direct, truthful individual.
3. Can make decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure.
4. Can compose correspondence dealing with issues and subject matter in ways that require considerable sensitivity, discretion, judgment, or negotiation in replying to inquiries, and/or presenting or requesting information.
5. Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
6. Is easy to approach and talk to; builds rapport well and is a good listener.

SKILLS, KNOWLEDGE & ABILITIES

1. Deep understanding of institutionalized oppressive systems and effective strategies of how to address them.
2. Skilled facilitator with excellent communication skills, both oral and written.
3. Change agent, with skills in collaboration and building consensus.
4. Skilled in Microsoft Windows, Outlook, Office, Excel and Internet.
5. Experience in training curriculum and training development, effective practices in supervision, motivation, and evaluation.
6. Executive leadership presence.
7. Learning curiosity and agility in homelessness and housing focused populations.
8. Excellent organization skills.

9. Exceptional time management skills and ability to complete projects on time and within budget.
10. Demonstrated ability to accurately attend to detail.

PHYSICAL OR MENTAL DEMANDS

1. High energy level, comfortable performing multi-faceted projects in conjunction with normal activities.
2. Ability to multi-task and maintain/oversee multiple projects simultaneously.
3. Strong analytical and reasoning abilities.
4. Well organized.
5. Positive and participative management and supervisory style.
6. Well-developed interpersonal skills; ability to get along with diverse personalities; tactful, mature, flexible.
7. Ability to establish credibility and be decisive but able to recognize and support the agency's needs and priorities.

MINIMUM QUALIFICATIONS

1. Degree in organizational psychology, human resources, diversity and inclusion, or related field is required; SHRM-SCP preferred.
2. At least 15 years' experience in organizational culture and human resources, change management, or designing and implementing effective diversity and inclusion programs.
3. Combination of life and work experience and education that demonstrate the abilities to carry out the job functions.
4. Congruence with agency mission and values.
5. Valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check.