

CLIENT OVERVIEW

The mission this senior care organization is to enhance the lives of aging adults and their families by offering personalized services to help seniors remain safely in their own home.

ROLE DESCRIPTION

The Manager, Employee Relations, is responsible for supporting business lines by providing a range of HR functions. In addition to directly supporting HR initiatives as a core HR team member, the manager serves as a key contact, advisor, relationship manager, and support resource for business areas' employee relations, organizational structure and design, practices and procedures, operational processes, engagement initiatives, and related matters of human capital strategy.

ESSENTIAL DUTIES

- Provides employee relations consulting and guidance to associates and leadership. Creates, advises, and/or reviews related documentation, as appropriate.
- Takes a strategic approach to business initiatives, proposals, programs, policy development and issues as they relate to areas including, but not limited to, organizational effectiveness, employee training and development, process efficiencies, and employee surveys.
- Leads and/or collaborates internal investigations, in conjunction with other internal risk management function(s).
- Engages with legal counsel, consultants, vendors, and other external parties.
- Maintains strong knowledge of, and monitors trends in, employment laws and regulations.
- Participates in the development, implementation, and maintenance of HR and company policies and procedures. Advises associates and leadership on policies, procedures, and practices.
- Assists in conducting new hire and new leader orientation and on-boarding, as directed.
- Partners with HR and other teams in analyzing metrics, data, and root-causes in developing recommendations for business areas and operations.
- Fosters positive, effective working relationships and an inclusive work environment.

- Supports and participates in company activities and functions.
- Performs other job-related duties as assigned.

REQUIREMENTS

- Bachelor's degree in a Human Resources-related field required.
- 10+ years or more of professional human resource experience, including at least seven years in employee relations or its equivalent.
- Demonstrable knowledge of federal/state/local employment laws and related practices e.g. Investigations and Policy creation.
- Prior healthcare experience preferred.

SKILLS

- Strong interpersonal skills to be an effective counselor, mediator, and connector between the workforce and senior management
- Collaborative approach with managers and with HR colleagues
- Excellent oral and written communication skills and the ability to listen effectively
- Strong analytical and problem-solving skills to assess situations and make accurate observations in the workplace
- Ability to remain tactful, calm, and persuasive in controversial and/or confrontational situations.
- Conflict resolution abilities
- Practical understanding of other Human Resource functions and processes