

Catholic Charities of Santa Clara County
Director of Human Resources

The largest human services organization in Silicon Valley seeks a strategic and inspiring Human Resources leader to deliver proactive, high-quality support to nearly 500 employees.

For more than 60 years, [Catholic Charities of Santa Clara County](#) (CCSCC) has helped people of all cultures and beliefs rise up out of poverty and overcome barriers to self-sufficiency and wellness. CCSCC brings a holistic approach to helping people change their lives; taking into account the whole person including their family and life situation. CCSCC and its highly motivated staff help to alleviate conditions of chronic poverty through food and housing assistance, as well as secure access to benefits, mental health and senior services. CCSCC reduces the impact of situational poverty by providing employment, immigration legal services, refugee foster care, and programs to support financial literacy and asset development. Seeking to break the cycle of generational poverty, CCSCC promotes early childhood development, parenting support, after-school enhanced learning, and youth empowerment. It strengthens communities through parish and community engagement, immigrant and refugee integration, and neighborhood development services. CCSCC annually serves more than 40,000 people at 98 locations. No one is turned away, and the need will only continue to grow when one considers Silicon Valley's cost of living combined with the impact of the COVID-19 pandemic.

Reporting to the CEO, the Director of Human Resources ("Director") is a member of the management team, and will lead a staff of three; it is anticipated that a full-time recruiter position will be added. CCSCC has an annual operating budget of nearly \$41M.

The CEO's style for leading CCSCC is compassionate, collaborative and solution-oriented. The organization seeks an individual with a similar style who is self-directed and innovative in their approach to developing sustainable HR processes. There is an urgent need for the Director to review HR systems, ensure recruiting and staffing is adequate, make sure proper procedures are in place, and quickly learn how new federal guidelines surrounding COVID-19 will impact the organization's policies. The Director must thrive in ambiguous situations and be energized working in a fast-paced, dynamic environment.

BASIC FUNCTION

The Director is an advocate for staff. Along with the CEO, the Human Resources Department ensures the mission, values and culture of the organization are upheld, and advances staff cohesion and camaraderie.

The Director will lead all HR functions (except payroll) including recruitment and onboarding, compensation and benefits, training and development, performance management, employee relations, risk management, conflict resolution, compliance and regulatory matters. The Director is a coach to the HR team, program leaders and agency managers. A critical ongoing need is to recruit, train and retain front-line program staff, and ensure employees have the necessary equipment and training do their work in a safe manner. Additionally the Director will:

- Become thoroughly familiar with CCSCC's history and culture, programs and services, and current HR systems and processes.

- Establish collaborative working relationships with the CEO, management team, HR staff, and other constituencies; foster and sustain a culture of cooperation, trust, communication, mutual support, teamwork and integrity.
- Attract and retain high-performing staff by using best practices to guide and strengthen strategies to improve recruiting, hiring, onboarding, compensation, recognition, evaluation, and career advancement opportunities.
- Provide guidance, tools, training and coaching to staff leadership so they are able to manage employee relations with skill, compassion and fairness.
- Develop, strengthen and implement conflict resolution processes and facilitate team building, problem resolution and decision making based on a shared belief in the mission, vision and goals of the organization.
- In collaboration with the HR staff, set individual and team goals for what needs to be accomplished to strengthen the HR function, and provide ongoing support to ensure goals are being met.
- Guide the development and updating of HR programs, policies and processes, ensuring they are aligned with - and reflect the mission, vision, values and goals of - CCSCC.
- Provide oversight of the benefits enrollment function to ensure its timeliness and accuracy.
- Staff the Compensation Committee and any *ad hoc* HR Taskforces.

IDEAL EXPERIENCE

The Director of Human Resources should have the following experience and qualifications:

- At least 10 years of multi-disciplinary nonprofit human resources leadership as a strategic HR business partner with multi-location purview.
- Extensive experience in leadership development, coaching and management training using adult learning practices.
- Demonstrated project management and change management skills.
- Collaborative and effective consulting and facilitation skills for group and individual problem-solving and decision-making; highly skilled conflict resolution capabilities.
- A strong understanding of current California employment laws and regulations.
- The ability to communicate a vision and galvanize others behind that vision; interpret a concept and convert it into a realistic strategy and action plan; be data-driven and results-oriented.
- An individual with a Masters degree in Human Resource Management or other relevant advanced degree or HR certification is preferred.

PERSONAL CHARACTERISTICS

The successful candidate should be:

- Committed to the vision, mission and values of CCSCC and with outstanding human qualities.

- A good listener and strategist; comfortable receiving input from many sources, and able to analyze and formulate disparate information into sound, well-organized plans.
- Direct yet tactful; respectful of others' concerns; someone with the flexibility and creativity to find alternative ways to reach objectives when barriers arise; a skilled negotiator who does not drive themselves or others into win/lose situations.
- A team builder – confident and competent, with strong skills in management and leadership; one who understands the subtleties of motivating and directing a diverse group of personalities with different work styles.
- A hard worker with a high energy level; a “doer” willing to work hands-on in developing and executing a variety of activities.
- Emotionally mature and even-keeled with a good sense of humor.

Catholic Charities is a non-profit, non-discriminatory service organization and employer. They do not discriminate on the basis of race, color, national origin, religion, sex, age, sexual orientation or disability. Persons seeking employment are entitled to freedom from harassment and retaliation and to reasonable accommodation for qualified disabilities.

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