

**Hope Services
Vice President of Human Resources**

The San Francisco Bay Area's largest provider of services to those with developmental disabilities and behavioral health conditions seeks a strategic and inspiring HR leader to deliver proactive, high-quality support and services to nearly 800 employees.

[Hope Services](#) supports families who navigate developmental and intellectual challenges. Founded more than 60 years ago by parents wishing to ensure their children had opportunities afforded other children, Hope is headquartered in San Jose and:

- Serves over 3,500 individuals and families annually.
- Offers a broad array of [programs](#) including day services, training and employment, community living, and mental health services to children, adults and seniors living in Santa Clara, San Benito, Santa Cruz, San Mateo, Monterey, and Alameda counties.
- Has a diversified and stable revenue base, with one-third earned from social enterprises, contributed revenue and other sources, and nearly two-thirds derived from government contracts and funding. The FY21 operating budget is \$52M, of which about \$45M is budgeted for programs.
- Employs about 485 full-time employees and another 300 part-time, temporary staff. Approximately 40% of the workforce is unionized.

Hope promotes the view that our world is better when people with disabilities are fully integrated into our communities. With this mission at the organization's heart, the Hope culture focuses on compassion; services that deliver long-term improvements to the lives of clients in ways they define and value; approaches that engage all in the community; and an operating infrastructure that is lean, efficient, secure and highly functional. This is a nimble organization that is responsive, innovative in practical ways, and opportunistic in service to Hope clients and prospective clients.

BASIC FUNCTION

Reporting to the Chief Executive Officer, the VPHR is an advocate for staff, ensures that the mission, values and culture of Hope is upheld, and advances staff cohesion and camaraderie. The VPHR oversees the department responsible all HR functions including payroll, recruitment, onboarding and retention, compensation and benefits, training and development, performance management, employee relations, risk management, conflict resolution, compliance and regulatory matters, and union relations. The VPHR 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. The VPHR will plan, direct, coordinate, oversee HR operations and cost effective systems to meet current and future needs of Hope Services. The VPHR has three direct reports and an overall staff of five.

The VPHR will collaborate with and be a thought partner to the CEO and an experienced, professional, motivated Leadership team. This position requires a hands-on individual with strong business acumen who will personally grapple with and resolve issues in real time, ensuring that Hope's human capital assets are protected. The VPHR should have a growth and innovation mindset but be grounded in pragmatism, serving as advisor and implementer to the CEO and the organization for HR policies, procedures and practices, and for agency-wide matters and new initiatives.

ONGOING RESPONSIBILITIES

- Become thoroughly familiar with Hope Services – its people, programs, culture, constituents, programs and services, and current HR systems and processes.
- Establish collaborative working relationships with the CEO, Leadership team, HR staff, chairs of Board committees, and other constituencies; foster and sustain a culture of transparency, cooperation, trust, communication, mutual support, teamwork and integrity.
- Collaborate with the Leadership team to develop and meet organizational goals while supplying expertise and guidance on for all HR matters, voicing financial implications of pending decisions and capital projects.
- Use best practices to guide and strengthen strategies to improve recruiting, hiring, onboarding, retention, compensation, recognition, performance evaluation, and career advancement paths, development and opportunities.
- Guide the development and updating of HR programs, policies, processes, compliance, standards, and security measures to ensure effective and consistent support and execution, that are aligned with and reflect the mission, vision, values and goals of Hope Services.
- Identify training needs and ensure proper training is provided to staff, including to managers and directors in order to better lead and manage their teams; develop outcomes to validate the effectiveness of training.
- Leverage technology as it relates to HR functions, utilize data to inform business decisions; maintain knowledge of emerging technologies and trends in HR management.
- Provide guidance, tools, training and coaching to staff leadership to facilitate 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 to strengthen the HR function, and provide ongoing support to ensure goals are being met.
- Review annual benefits to ensure employees' needs including well-being are considered; negotiate with insurance carriers, understanding that changes to compensation and benefits are subject to union negotiations; provide oversight of the benefits enrollment process to ensure its timeliness and accuracy.
- Develop professional development programs and a path for career progression; proactively plan for succession.
- Lead union negotiations, manage grievances and respond to labor claims.
- Nurture a collaborative and culturally competent workplace environment and promote a culture of belonging and respect.

EXPERIENCE AND CHARACTERISTICS

The ideal candidate should have the following experience and qualifications:

- A commitment to Hope Services' mission and goals.

- Seven+ years' senior leadership experience as the #1 in charge of human resources oversight and management in the nonprofit, public or business sector, and with a budget of over \$20M.
- A team player with business acumen and a data orientation who can communicate plans and service strategies and is able to creatively design and explore systems and procedures that fit current and long-term needs.
- A comprehensive understanding of benefits and retirement plans; comfort with technology and working with various computer and payroll programs and platforms; knowledge of ADP HR benefits and payroll systems would be helpful.
- Excellent interpersonal skills with the ability to interact with a diverse community and multi-disciplinary staff.
- Excellent communication skills, both verbally and in writing; ability to convey complex knowledge in a concise, engaging way.
- The maturity to focus on effective and practical action; a person with integrity who is able to deliver both good and bad news and is able to solve problems; organized, reliable, consistent, extremely ethical.
- Experience with labor union negotiations and the implications of a unionized workforce is a plus but not required.
- A Master's degree in Human Resources Management or other relevant advanced degree, or HR certification is required.

For more information, to apply, or to nominate another, please contact:

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