North Olympic Healthcare Network (NOHN)

Job Title: Director of Human Resources

Department: Human Resources

Reports To: Chief Executive Officer, with a defined escalation path to the Compliance Officer for HR matters involving or directly affecting the NOHN organization or CEO (see Employee Relations, Compliance, and Policy)

FLSA Status: Exempt

Summary

The Director of Human Resources leads the NOHN's human resource function. This position requires a strategic perspective that meets business needs with a hands-on operational orientation. The focus of this position requires translating organizational priorities into practical workforce strategies, policies, and systems.

The Director serves as a trusted advisor to the CEO and organizational leaders, oversees the HR team, and ensures consistent, compliant, and employee-centered HR practices. This role is accountable for talent strategy, employee relations, compensation and benefits, performance management, recruitment, retention, workforce development, and HR operations in support of NOHN's mission and values.

Essential Duties and Responsibilities

Leadership, Workforce Strategy, and Organizational Development

- Promote a respectful, inclusive, accountable, and mission-driven workplace culture that supports employee well-being and high performance.
- Promote cross functional cooperation and support NOHN’s culture of continuous improvement.
- Lead the human resource function and develop annual HR priorities aligned with NOHN's strategic plan, operational needs, workforce goals, and budget.
- Advise the CEO and organizational leaders on workforce planning, organizational design, succession planning, employee engagement, retention, and change management.
- Provide practical and timely guidance to all employees on complex employee matters.
- Measure organizational human resource risk and recommend proactive solutions.
- Leads the development and consistent application of performance management, leadership development, coaching, and career development practices.

- Use workforce data and key performance indicators to identify trends, assess risks, and recommend actions related to turnover, vacancies, compensation, engagement, and workforce capacity.

Employee Relations, Compliance, and Policy

- Oversee employee relations, workplace investigations, corrective action, conflict resolution, accommodations, leave administration, and other sensitive Human Resource matters.
- Ensure compliance with applicable federal, Washington State, and local employment laws and regulations, including wage and hour, leave, disability accommodation, equal employment opportunity, benefits, and workplace safety requirements.
- Ensure job postings and compensation practices comply with the Washington Equal Pay and Opportunities Act (Chapter 49.58 RCW), including required wage scale, salary range, and benefits disclosures.
- Oversee the administration of leave programs in compliance with the Washington Paid Family and Medical Leave Act (Title 50A RCW), including job protection and reinstatement obligations.
- Create and maintain HR policies, procedures, forms, and guidance; ensure policies are communicated, consistently applied, and periodically reviewed and updated.
- Partner with the CEO, Compliance Officer, and Legal Counsel, as appropriate, to identify and manage employment-related risk and respond to claims, audits, complaints, or agency inquiries. Escalate directly to the Compliance Officer - in addition to any other required notification - any employee relations matter, complaint, or investigation involving or directly affecting the organization.
- Ensure the accurate, secure, and legally compliant maintenance of personnel records and HR data, and timely completion of required notices and regulatory reports.
- Maintain current position descriptions and personnel policy documentation for key management staff consistent with HRSA Health Center Program requirements.
- Oversee the creation, maintenance, and periodic review of complete and accurate professional credentialing and privileging files for clinical personnel, ensuring documentation supports compliance with Federal Tort Claims Act (FTCA) deeming requirements, applicable HRSA requirements, and NOHN policies.
- Lead HR-related preparation for HRSA reviews, audits, and other regulatory or accreditation activities, ensuring workforce policies, records, and practices are complete, current, and readily available for review.

HR Operations, Talent, Compensation, and Team Management

- Oversee recruitment, onboarding, position management, compensation, benefits, payroll coordination, HRIS administration, employee records, and separation processes, with day-to-day activities delegated appropriately to the HR Manager and HR staff.
- Partner with leaders to maintain effective recruitment and selection practices that support timely hiring, workforce quality and equitable decision-making.
- Lead compensation planning and job evaluation practices, including market review, salary structure maintenance, internal equity analysis, and recommendations regarding pay practices.
- Oversee employee benefit programs and assess for competitive balance; evaluate plan effectiveness, cost, compliance, and employee experience.
- Maintain positive relationships with brokers, carriers, consultants, and vendors; evaluate plan effectiveness, cost, compliance, and employee experience.
- Prepare and manage the HR department budget and monitor employment-related expenses, including recruitment, benefits, workers' compensation, unemployment, training, and related costs.
- Select, supervise, coach, and evaluate HR staff; establish clear roles, service standards, priorities, and accountability within the department. Ensure HR services are responsive, accessible, culturally sensitive, and consistently supportive of employees and leaders across NOHN locations.
- Perform other duties and lead special projects as assigned.

Qualifications

Education: Bachelor's degree in human resources, business administration, organizational development, healthcare administration, or a related field required.

Master's degree preferred.

Experience: At least seven years of progressively responsible human resources experience, including three years in an HR leadership or management role.

Healthcare, community health center, nonprofit, or other regulated-industry experience strongly preferred.

Certification: SHRM-CP, SHRM-SCP, PHR, SPHR, or comparable professional certification preferred.

Skills: Strong knowledge of employment law and HR best practices; sound judgment and discretion; excellent employee relations, investigation, communication, coaching, and

conflict-resolution skills; demonstrated ability to lead through change; proficiency with HRIS, payroll, reporting, and Microsoft Office tools; and the ability to analyze data and present clear recommendations to executive leadership.

Language: Ability to communicate effectively in English required. Bilingual or multilingual skills are valued but not required.

Physical Demands: Normal office setting with walking, bending, and lifting or carrying materials up to approximately 20 pounds.

Ability to travel between NOHN locations and attend meetings or events outside standard business hours as needed.

Work Environment: Professional community health center environment with frequent interaction with employees, leaders, applicants, vendors, and external partners across multiple locations.

Equal Opportunity Employer

North Olympic Healthcare Network is an equal opportunity employer (EOE). We are committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion. All qualified applicants will receive consideration for employment without regard to age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, race, religion, sexual orientation, socio-economic, or veteran status.