

POSITION TITLE: Vice President of Human Resources

DEPARTMENT: Human Resources

STATUS: Exempt

SALARY: \$95,000 - \$110,000/year, dependent upon experience

ABOUT THE WHA:

At the Worcester Housing Authority (WHA), our mission is to enhance the Worcester community by creating and sustaining decent, safe, and affordable housing that champions stability and self-sufficiency for our residents. As the second largest housing authority in New England, widely recognized for our innovative and progressive programs, we're not just providing housing – we're building futures. We're looking for candidates who are mission-focused, goal-driven, and passionate.

The WHA is committed to developing and supporting a diverse, equitable, and inclusive community both inside and outside of the workplace. Representation is important; our clients come from all walks of life and, not unintentionally, so do our staff. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our agency stronger.

ABOUT THE POSITION:

The Vice President of Human Resources (VPHR) is a critical leadership role responsible for leading and managing the people operations function of the agency. The VPHR plays a pivotal role in shaping and executing HR strategies that align with the agency's mission, values, and goals.

The VPHR directly supervises a team of two, and oversees all HR operations, including talent management, employee relations, policy and compliance, and organizational development for the agency, ensuring that HR practices support and enhance the agency's goals and culture. This is a full-time, fully benefited, position located in Worcester, MA, with normal business hours of Monday through Friday, 8:00 a.m. – 4:30 p.m. and the ability to work remotely up to one day per week. This position will require occasional work during non-business hours for meetings and events.

ESSENTIAL FUNCTIONS:

1. Strategic Leadership and Planning:

- Develop and execute HR strategies that align with the PHA's goals and objectives.
- Partner with the CEO and senior leadership to forecast staffing needs, ensure workforce alignment, and support organizational growth.
- Lead initiatives to foster a diverse, equitable, and inclusive workplace that reflects the community the PHA serves.

2. HR Operations Management:

- Oversee all HR functions, including recruitment, retention, performance management, employee relations, compensation, and benefits administration.
- Ensure HR policies and practices comply with federal, state, and local regulations specific to public housing and government agencies.
- Drive employee engagement initiatives and organizational culture development.

3. Talent Acquisition and Workforce Development:

- Develop recruitment strategies to attract top talent and build a pipeline of qualified candidates to meet the organization's staffing needs.

- Implement training and professional development programs to promote employee growth, engagement, and retention.
4. Labor Relations and Compliance:
 - Lead labor relations efforts, including collective bargaining agreements and union negotiations.
 - Ensure compliance with labor laws, Equal Employment Opportunity (EEO) regulations, and other applicable employment laws.
 - Serve as the key point of contact for any HR-related legal and union matters.
 5. Organizational Development:
 - Implement programs to enhance employee performance, leadership development, and organizational culture.
 - Oversee performance evaluation systems, ensuring consistency and alignment with organizational goals.
 - Act as a change agent to drive and manage organizational transformation and continuous improvement.
 6. HR Systems and Reporting
 - Implement and manage HR information systems (ADP) and other technologies to optimize HR operations.
 - Provide HR metrics and analytics to the CEO and departments to support decision-making and trends.
 - Manage employee leave, including workers compensation, FMLA, and other types of leave, including monitoring employee time off accruals and use.
 7. Employee Relations and Conflict Resolution:
 - Lead conflict resolution efforts and provide guidance on disciplinary actions, grievances, and performance issues.
 - Maintain open communication with employees at all levels to ensure a positive work environment.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Bachelor's degree in a relevant field required.
2. Additional professional HR certification, such as SHRM or PHR, preferred.
3. Minimum of 5 years of experience in a HR leadership role required; experience in a public sector environment preferred.
4. Minimum of 5 years of experience supervising staff required; experience with unions preferred.
5. Thorough experience managing complex employee relations issues including but not limited to terminations, grievances and investigations.
6. Critical, strategic thinker with strong problem-solving skills and the courage to intervene.
7. Proven experience in managing benefit and total rewards programs.
8. Experience using HR systems, such as ADP, as well as Microsoft 365 and Teams.
9. Strong negotiation, mediation, and problem-solving skills.
10. Exceptional leadership, coaching, and interpersonal skills; ability to influence and engage at all levels.
11. Ability to maintain confidentiality and handle sensitive information with discretion.

12. In-depth knowledge of HR practices, employment laws, and regulations and ability to stay on top of changes in laws and regulations.
13. Proven ability to manage complex HR issues and implement effective solutions.
14. Excellent communication (both oral and written) and presentation skills.
15. Ability to be relied upon to be available for work.

PHYSICAL REQUIREMENTS:

1. Ability to spend prolonged periods sitting at a desk and working on a computer.
2. Ability to spend occasional periods standing and walking, including climbing stairs, as well as balancing, stopping, kneeling, crouching, and/or crawling.
3. Ability to occasionally lift, push, or pull up to 20 pounds.
4. Ability to bend, handle materials, tools, or equipment, and reach with hands and/or arms.
5. Work may be performed with or without reasonable accommodation to a known disability.