

## Human Resources and Volunteer Program Manager

*Overseeing the varied human resource functions supports Holden Village with a strong volunteer and employee staffing to carry out its mission and ensures that staff policies and procedures comply with current employment laws.*

**Responsible to:** EDs

**Supervises:** Staffing Coordinators, Partnership Lead, Medic and Backup Medic, Risk and Safety Lead

**Primarily relates to:** EDs, Managers, HR staff, Pastor

**Classification:** Employee

**Length of service:** 2 years or more with reviews every six months.

### Position Objectives:

- Oversees all stakeholders responsible for recruitment, staff coordination, training & development, pay and benefits, employee and volunteer relations, HR technology, workforce planning and talent management.
- Coordinate Volunteer Program to support and develop short-term, seasonal, and long-term volunteers
- Ensure compliance in all areas of employment law including the classification of employees and volunteers.

### Position Qualifications:

- Awareness and commitment to growing in the practice of justice: equity, diversity, and inclusion in community. Ability to relate to persons of all ages, gender, sexual orientation, racial, ethnic, and religious backgrounds.
- Minimum five years experience in the HR field.
- Experience conducting and supporting a long-term volunteer program
- Excellent people leadership skills.
- Strong organizational design and problem solving skills.
- Demonstrated capacity to establish and maintain healthy relationships with colleagues stakeholders.
- Excellent active listening, written and oral communication and presentation skills.
- Ability to handle confidential information discretely and responsibly.
- A commitment to serve Holden's mission of welcoming all into the wilderness.
- PHR or SPHR certified preferred.
- Bachelors' or equivalent experience, masters preferred.

### Position Responsibilities and Tasks:

- Identify, research and implement human resources solutions to achieve Holden's mission, vision, values and objectives, including Justice: Equity Diversity and Inclusion.
- Evaluate and strengthen staffing structures, processes, and practices for staff capacity building.
- Provide human resources advice and counsel to Village leaders and volunteers.
- Implement and administer Holden Village personnel policies and procedures to maximize effectiveness and mitigate employment risk management.

**Holden Village Position Description**  
**Updated 8/23/2021**

- Ensure compliance with federal, state and local workplace laws by understanding existing and new legislation; informing leadership and maintaining detailed records and staff files.
- Collaborate with the Business Manager in providing advice and designing and negotiating wages/stipends and benefits coverages.
- Develop trusted vendor partnerships with Vigilant (labor law advisors) and HUB International (our insurance provider).
- Supervise the Staffing Coordinators in comprehensive staff support
- Manage the Partnership Lead in cultivation and recruitment
- Oversee the Medic and Risk and Safety Lead in their care of village wellness
- Collaborate with Village leaders to develop long-range human resource strategies.
- Nurture a positive working environment.
  - Appropriately intervene in conflicts, and conduct investigations.
  - Coach Managers in resolving guest/staff related concerns and performance issues.
  - Provide basic counseling to staff experiencing performance related obstacles.
- Counsel leaders in applying fair disciplinary actions.
- Identify training and development needs and deliver staff training sessions.
- Ensure that staff are appropriately onboarded and oriented.
- Document procedures and maintain updated Holdenstack job manual weekly.

**Community Expectations:**

- Be a community leader and role model by committing to and participating in: work of the Village.
- Commit to serve the Village in roles such as First Response Team, worship, and other program events and activities.
- Help new staff and volunteers integrate into the community.