

Staff Coordinator

2 positions

Responsible to: Human Resources And Volunteer Program Manager

Primarily relates to: Directors, Managers, Partnership Lead, Medic, Registrar, Safety and Risk Lead, new staff arrivals and those who have issues to address while living in community

Classification: Lead

Length of Service: Two years

Position Objectives:

- Provide staff personnel in all work areas throughout the year through cultivation and recruitment. Make new work assignments to meet the needs of the Village while maximizing the use of staff talent.
- Develop and deliver staff orientation and training.
- Assist staff members in integrating into the rhythms and responsibilities of Village life.
- Facilitate benefits enrollment with employees and stipended volunteers, manage insurance billing, maintain employee database and confidential files, provide accurate and timely payroll information to business office.
- Support and counsel staff as needed.

Position Qualifications:

- Detail oriented with excellent organizational and record keeping skills.
- Commitment to gaining familiarity with the operation, program, and ministry of Holden Village in order to make appropriate selection of staff, allocate them in light of staffing needs.
- Excellent oral and written communication, computer and database skills.
- Capacity for problem solving and conflict resolution with a variety of people and cultures.
- Demonstrated experience for handling situations with sensitivity and confidentiality and to recognize when it is appropriate to make referrals.
- 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.

Position Responsibilities:

- Staff Recruitment
 - Work with Partnership Lead to cultivate interest and recruit potential employees and volunteer staff via mail, email, telephone, in person, as needed.
 - Collaborate with communication staff to develop creative resources for promoting/recruiting staff, e.g. announcements, bulletin boards, presentations to schools, churches, reunions, Work Groups, etc.
- Staff Selection
 - Correspond, in a timely manner, with all applicants and interviewers
 - Retain well-organized, confidential records and comply with Holden's Record Retention Policy.
 - Discern appropriateness of applicants for Holden staff and effectively communicate both acceptance and rejection of applications.
 - Match applicants to the job placements available.
 - Prepare and maintain files for screening and selection/job assignment:

- Develop the agenda and facilitate the staffing committee's review of long-term applicants
- Communicate with managers and directors regarding short-term applicants and staffing needs.
- Relating to Staff
 - Design and implement new staff orientation and welcoming procedure, e.g., hosti program. Conduct regularly scheduled check-ins with staff.
 - Facilitate and prepare for staff meetings, including Long-Term departure blessings.
 - In collaboration with the Executive Director(s), develop and implement annual staff training programs that reflect the strategies and goals of Holden.
 - Be available to Managers and area leads to assist in problem resolution with staff.
 - Provide a "listening ear" for any staff member needing someone to talk with and be equipped to refer staff to other resources in the Village.
- Benefits Administration
 - Oversee and promote employee and stipended volunteer benefits programs, such as group health insurance, employee assistance program, health savings accounts, dental and vision, accident and disability, life insurance, SIMPLE IRA, boat tickets, and process "out" days.
 - Conduct benefits orientations, explain benefits open-enrollment system, ensure distribution of required employee and stipend volunteer notices, and assist staff with related benefits claims.
 - Maintain employee benefits filing systems and enter in payroll deduction system.
 - Verify monthly premium statements for all group insurance policies and maintain statistical data relative to premiums, claims and costs. Resolve administrative problems with the carrier representatives.
 - Administer COBRA.
 - Coordinate workers' compensation claims with third-party administrators. Follow up on claims.
 - Assist Business Manager in completing benefits reporting requirements.
- Administrative Duties
 - Document procedures and maintain updated Holdenstack job manual weekly.
 - Develop and post the dish team and garbology schedules regularly.
 - Coordinate with Communication staff for regular updating and posting of all staff pictures; at year-end be responsible to see that they are placed in a binder and stored in the museum.
 - Communicate with area supervisors regarding incoming staff.
 - Update website to reflect current and upcoming staffing needs.
 - Facilitate other volunteer opportunities, e.g. work groups, Holden angels, family option, work weeks.

Community Expectations:

Each staff member commits to the terms of the Staff Code of Conduct. Each staff member agrees to read and follow Village personnel guidelines.

Staff members are expected to serve in other Village roles and projects as needed. Some examples include: first response team, fire brigade, seasonal program events and activities, helping with worship, and attendance at volunteer trainings. As part of the Holden staff, you are expected to extend genuine hospitality and help all Villagers integrate into community life.