



## Position Description

<b>Job Title:</b>	<b>Human Resources Generalist</b>	<b>Department:</b>	<b>Administration</b>
<b>Reports to:</b>	<b>Director of Human Resources</b>	<b>Supervises:</b>	<b>None</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Revised on:</b>	<b>4/27/22</b>

### I. Job Summary

The Human Resources Generalist will report directly to the Director of Human Resources and will provide human resources support to the health center by completing a variety of task in human resources: talent acquisition and management, benefits administration, employee relations and engagement, payroll, onboarding, learning and development, policy administration, credentialing, and employee health. Supports the Director's vision for HR to be a center of excellence.

The HR generalist understands, supports communicates the mission, vision, values, and strategic plans of HCHC and the HR Department while providing an array of HR services. Serves as a team member by cross-training on duties with the other HR Generalist. The key result areas and related tasks are below.

### II. Essential Job Functions

#### A. Talent Acquisition

- a. Confers with HR Director concerning staffing needs.
- b. Update job descriptions, create job posting for recruitment advertising.
- c. Create recruitment plans for assigned positions and execute them
- d. Improve recruitment and retention tactics and strategies
- e. Suggests methods to improve process

#### B. On-Boarding and New Employee orientation

- a. Communicates with candidates about approved offer of employment
- b. Draft and emails approved offer to candidates
- c. Update offer letter templates
- d. Creates new employee files following HR checklist, and follow file retention procedures
- e. Conduct criminal background check using third part online resource
- f. Verify degrees when required by position
- g. Conducts reference checking on candidates employment history
- h. Creating on-boarding plans
- i. Coordinates pre-employment physicals with candidates and medical department
- j. Suggests process improvement
- k. I-9 verifications.
- l. Set up new hire training

#### C. Credentialing

- a. Creates and maintains credentialing files for providers, mid-levels, and other clinical staff following checklist.
- b. Tracking expirables for credentialing and re-credentialing.
- c. Conducts primary and secondary source verifications
- d. Enroll providers in health plans

- e. May collaborate with a third-party vendor.
- f. Conducts self-audits of credentialing files.
- g. Serves as a member of the credentialing committee.
- h. Suggest methods of process improvement

**D. Learning and Development**

- a. Arranges new hire and current staff training using existing technology.
- b. May provide training as assigned by the Director of Human Resources
- c. Research best practices to enhance the training experience and learning outcomes.

**E. Employee Engagement**

- a. Review and discuss annual employee engagement survey results
- b. Brainstorm ideas to improve employee engagement
- c. Offer suggestions to improve the process and engagement scores
- d. Will contribute to the HR Times, a weekly HR newsletter
- e. May contribute to the monthly all staff meetings

**F. Employee Benefits**

- a. Improve open enrollment and change processing
- b. Improve the delivery of seamless benefits to staff
- c. Process improvement for the administration of all benefits
- d. Work with brokers and vendor contacts to improve services to employees.

**G. HR Analytics**

- a. Help HRD to set up a robust analytics program
- b. First level: Counts, Second level: Per cents: third level: ratio

**H. Employee Relations Preventative Labor Relations**

- a. May conduct and analyze exit and stay interviews noting trend data.
- b. Connect dots between engagement surveys and data to stay in tune with staff
- c. Fosters positive employment experience
- d. Coaches managers and supervisors towards a positive relationship with direct reports.
- e. Coaches so as to prevent a union campaigning.
- f. Send red flags and alerts to HRD concerning unionization attempts

**I. Policy Administration**

- a. Work with the HR team to maintain current HR policy and procedures that are fully compliant with existing law.
- b. May Track changes and updates to HR P & P and HR Handbook
- c. Help to document HR internal procedures

**J. Payroll**

- a. Enters new hires, and change data including pay changes, leaves of absences, and termination into ADP and communicates with finance to secure a timely final check.
- b. Learns payroll systems and the various dashboards to increase productivity.
- c. Creates and runs payroll reports.
- d. Prepares payroll notes for each pay period including calculating vacation payout over 180 hours
- e. Contact ADP to solve complex problems and communicate to HR team

**K. Compliance**

- a. Stay current with wage and hours and well as federal and state employment laws and other laws that affect the health workforce including health and safety legislation.
- b. Recommend improvements in human resources programs and procedures
- c. Administers human resources programs such AA/EEO compliance, and presentative labor relations.

- d. Prepares for Joint Commission and HRSA on site visits (OSV).

**L. Quality Improvement and Auditing**

- a. Maintains an attitude of continuous improvement
- b. Learns workflow tools such as PDSA and root cause analysis, if not known and other improvement strategies.
- c. Conducts internal HR audits to prepare for interdepartmental and external audits.
- d. Prepares for Joint Commission and HRSA and well as other third-party audits.

**M. Mission Support**

- a. Studies and adapts best practices in support of the health centers mission.
- b. Proposes thoughts, ideas and suggestions to improve the organization's effectiveness

**N. Relationship Management**

- a. Works well with all levels within the health center including the C-Suite, Directors, Managers, and providers and other employees.
- b. Works well with vendors, and business partners
- c. Serves as a team member within the HR Department being able to carry your own workload and complete assignments on time.
- d. Must be able to take and give constructive criticism and to share ideas to benefit the department and organization. We expect a mature response to criticism.

**O. Recordkeeping and Tracking**

- a. Creates, maintains, and tracks physical and digital employee files and their contents including employee documents.
- b. Track employee health records, including vaccinations and C-19 vaccination testing records.
- c. Set ups and maintain credentialing files.
- d. Information HR Director if an employee tests positive for C-19
- e. Coordinates employee new hire physicals
- f. Must maintain strict confidentiality in full compliance with HIPAA requirements

**P. Committee Assignment-Serves a member of the follow committees**

- a. Credentialing Committee
- b. Safety (IIPP) Committee
- c. Other committees or task forces as assigned

**Q. Staff Development**

- a. Attend staff/department meetings. Must be a lifelong learner.
- b. Participate in staff training as arranged by the health center.
- c. Must be a career HR professional seeking to achieve your maximum potential

**R. Project**

- a. Projects will vary in duration, topics and level of efforts
- b. Research a variety of HR topics and creates a report, policy, circular or other work product.

**S. Meetings**

- a. HR Weekly Meeting
- b. Monthly All Staff Meeting
- c. Monthly Team Meeting with CEO & CAO.
- d. Other meetings as assigned or appropriate

**T. Performs other duties as assigned.**

**III. Organization Expectation**

1. Adhere to all HCHC's Policies and Procedures.
2. Conduct self in a manner that represents HCHC's core values at all times.
3. Maintain a positive, respectful and professional attitude with all work-related contacts.

4. Communicate regularly with the supervisor about work concerns.
5. Meet productivity standards and performs duties as workload necessitates.

**IV. Education, Experience and Certification:**

1. Bachelor's Degree in Human Resources, Business Administration, or related field.
2. 3-7 years of experience doing the HR related work is required.
3. Healthcare experience is required and Community Health Center experience is preferred.
4. Credentialing and Employee health/personnel records maintenance experience strongly preferred.
5. PHR or equivalent is required

**V. Skills and Abilities:**

1. Skill in overseeing the front end of payroll with ADP experience strongly preferred.
2. Capacity to maintain confidentiality of employee and patient information.
3. Capacity to listen well, dialogical, and compassionate
4. Emotionally Intelligent
5. Strong computer literacy and skills with specific experience in MS Office applications, payroll, and related software, etc.
6. Strong organizational and time management skills.
7. Excellent oral and written communication skills.
8. Ability to work independently as well as on a team.
9. Excellent follow-through and meticulous.
10. Strong work ethic and prominent level of professionalism.

**VI. Physical Requirement**

1. Physical effort which may include occasional light lifting to a 25-pound limit, and some bending, stooping or squatting. Considerable walking may be involved. The ability to sit or stand for extended periods of time is required.
2. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
3. While performing the duties of this job, the employee may be required to travel to all HCHC facilities as needed.

**Acknowledgement:**

I have been given a copy of this position description. I understand that I may be asked to perform job-related duties not listed in the description and that my duties may change at any time, according to the HCHC's needs. Nothing in this position description is intended to create a contract of employment of any type. Employment is strictly on an at-will basis.

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Name of Employee

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Signature

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Date