

**SUMMARY:**

The Chief People and Culture Officer (CPCO) demonstrates executive-level experience in strategic thinking and decision-making and serves as a key member of the executive team. The CPCO is responsible for developing and implementing a comprehensive people and culture strategy that aligns with Gracelight Community Health's mission, vision, and values. This role plays a critical part in achieving the organization's strategic goals, particularly in fostering an inclusive, high-performance culture that supports the 2024-2027 strategic plan's focus on People, Education, Financial Growth and Diversification, and Community Impact.

The CPCO works in partnership with the executive team to fulfill the vision of the organization through the implementation of its strategic plan and ensures the mission, goals, and objectives of the organization and those it serves are met.

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

1. Develops and implements a forward-thinking People and Culture strategy that supports the organization's strategic goals and enhances overall organizational performance.
2. Serves as a strategic advisor to the CEO and executive leadership team on human capital management and organizational culture matters, ensuring alignment with the strategic pillars of People, Education, Financial Growth and Diversification, and Community Impact.
3. Leads the development of a positive, inclusive, and high-performing organizational culture that fosters collaboration and innovation.
4. Oversees the design and execution of talent acquisition and management strategies, ensuring the attraction and retention of top talent across all organizational levels.
5. Leads succession planning efforts to ensure a strong pipeline of leaders capable of meeting the future needs of the organization.
6. Directs the development and implementation of leadership development programs, building the skills and competencies of current and future leaders.
7. Drives initiatives that foster employee engagement, inclusion, and retention, ensuring that the organization remains a desirable place to work.
8. Champions diversity, equity, and inclusion (DEI) across the organization, aligning initiatives with the Justice Equity Diversity and Inclusion (JEDI) framework outlined in the strategic plan.

9. Develops and manages comprehensive employee engagement programs, including surveys and action plans, to address feedback and improve workplace culture.
10. Leads organizational change efforts, ensuring that people and culture impacts are managed effectively to support the strategic plan's objectives, particularly in areas of operational growth and expansion.
11. Develops and implements change management strategies that minimize resistance and ensure the successful adoption of new processes and behaviors.
12. Ensures HR policies, procedures, and practices comply with federal, state, and local laws and regulations.
13. Provides oversight of HR operations, including compensation, benefits, payroll, and HRIS, ensuring efficiency, scalability, and alignment with organizational goals.
14. Leads the design and implementation of compensation and benefits programs that attract, retain, and motivate high-performing employees.
15. Oversees the Human Resources department, providing direction and support to the Director of Human Resources, HR Business Partner, Recruiter, and HR Assistant.
16. Mentors and develops the HR leadership team, fostering a culture of continuous learning and professional growth.
17. Collaborates with leaders across the organization to build and sustain high-performing teams aligned with the organization's strategic objectives.
18. Serves as the primary liaison to the Board of Directors on human capital and organizational culture matters.
19. Provides regular updates to the executive leadership team and Board of Directors on the state of the organization's culture and HR initiatives.
20. Promotes Gracelight by participating in community coalitions, chambers of commerce, commissions, and similar organizations; represents the organizations at various community events, inter-agency meetings and other venues.
21. Leads employee engagement programs that help facilitate knowledge-sharing between leadership and employees at all levels of the organization (i.e. coffee sessions, newsletters, video Q&As, speaker series).
22. Uses discretion and judgment in handling sensitive or confidential information. Understands which decisions can be made alone and which need to involve others.
23. Performs all other duties as assigned.

## **QUALIFICATIONS, SKILLS & ABILITIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree in human resources, business administration, or a related field required; Master's degree preferred. A minimum of 10 years of progressive HR experience, with at least 5 years in a senior leadership role. Healthcare or non-profit experience highly desirable.
- SHRM-SCP, SPHR, or equivalent certification preferred.
- Proven ability to lead and inspire a diverse team of HR professionals. Experience in leading large-scale organizational change and culture transformation.
- Strong strategic thinking skills, with the ability to anticipate and plan for future organizational needs.
- Excellent verbal and written communication skills, with the ability to influence and engage stakeholders at all levels of the organization.
- Strong analytical and problem-solving skills, with the ability to make data-driven decisions.
- High emotional intelligence and the ability to build strong relationships across the organization.
- In-depth knowledge of federal, state, and local employment laws and regulations.
- Proficiency in HRIS systems (e.g., Paycom) and other relevant technology platforms.
- Excellent computer skills, including Microsoft Suite of business tools.
- Self-starter with a proven ability to meet and complete multiple tasks with solid deadlines.
- Flexibility to work both remotely and onsite as needed, including the ability to attend impromptu meetings or handle urgent issues in person at any of Gracelight Community Health's locations.