



CATHOLIC COMMUNITY SERVICES
CATHOLIC HOUSING SERVICES
SERVING PEOPLE OF ALL BELIEFS



DIRECTOR OF HR OPERATIONS, QUALITY AND COMPLIANCE

January 23, 2023

CATHOLIC RECRUITER ASSOCIATES

EXECUTIVE SEARCH • MANAGEMENT CONSULTING



BACKGROUND

[Catholic Community Services of Western Washington](#) has as its stated Mission: "Rooted in Catholic Social Teaching and the Gospel imperative, Catholic Community Services and Catholic Housing Services are outreaches of the Catholic Church in Western Washington, under the leadership of the Archbishop of Seattle and the Boards of Trustees. CCS and CHS answer the Gospel call to loving and compassionate service with particular concern for the sanctity of human life from conception to natural death and the dignity of the human person. Our employees and volunteers come from many faith traditions to serve and support poor and vulnerable people through the provision of quality, integrated services, and housing. Our focus is on those individuals, children, families, and communities struggling with poverty and the effects of intolerance and racism. We actively join with others to work for justice." For over 100 years, this living Gospel outreach has provided life affirming services to the marginalized population in Western Washington.

Position Title: Director of HR Operations, Quality and Compliance

Reports To: Vice President, Human Resources

Location:

Catholic Community Services
100 23rd Ave South
Seattle, WA 98144

Position Summary:

Reporting to the Vice President of Human Resources, The Director of HR Operations, Quality and Compliance will oversee and be responsible for all aspects of Human Resource Operations, including compensation, benefits, policies and procedures, risk management and compliance, and system wide operations. This position will facilitate systemic implementation of projects, policies, processes, and programs across all HR departments. This position will develop HR tools and processes and continuously improve the management and delivery of HR services.

Primary Responsibilities:

Compensation and Benefits

- Oversee and manage the Benefits Program including open enrollment, benefits renewal and compliance, Leave of Absences, and workplace compliance.
- Oversee and manage the compensation and leveling process for all the agencies/systems, ensuring equitable and market competitive compensation structures.
- Responsible for the development and accurate production of employee communication materials either internally or by third party vendors.
- Facilitate the data integrity of benefit records and provide assistance with related auditing activities.
- Act as the CCSWW Pension Plan Administrator.
 - Be the primary liaison between the agency and the administrators (NWPS and RBC) of these plans.
 - Respond to complex employee related questions from HR staff.
 - Ensure the implementation of defined employee education strategies with regional HR offices.
- Supervise the Compensation and Benefits Manager.
- Advise and oversee the HR Wellness Program (Fit-4-Life).

HR Policies and Procedures

- Lead the design, implementation, optimization, and management of all HR processes, workflows, systems, and third-party vendor relationships.
- Partner with Human Resources subject matter experts to identify opportunities to streamline and improve the HRQI Dashboard, the Employee Handbook, the Volunteer Manual and all HR policies, procedures, and processes in an effort to ensure efficiency and alignment with business strategies.
- Manage the revision history for all CCS policies.
- Monitor the administration of established policies and procedures. Identify opportunities for improvement and resolve any discrepancies, making changes as necessary.

- Promulgate policies into the organization via the identified management groups (COG, Director's Group, etc.).
- Monitor the administration of established policies and procedures. Identify opportunities for improvement and resolve any discrepancies.

Risk Management and Compliance

- Maintain a thorough understanding of employment regulations, industry trends, current practices, new developments, applicable laws, and employment legislation pertaining to all personnel matters, and various federal requirements, including but not limited to, Risk Management, Workers' Compensation, and OSHA.
- Oversee and be responsible for Workers' Compensation management and annual reporting (OSHA 300 and 300A).
 - Monitor daily and weekly reports of claims from the Third Party Administrator.
 - Provide management oversight of claims files (non-litigated or litigated). Use common reporting of data analytics to monitor claim production, inventory management, financial, and quality compliance and claim volume trends and results.
 - Monitor, evaluate, and approve, within assigned authority limits, claim reserves, settlements, and payments that exceed staff authority thresholds.
 - Work with regional HR Directors as it relates to the intersection of Worker Compensation, FMLA and ADA decisions.
 - Assure that the HR staff responsibilities are effectively carried out and that workplace safety issues are addressed.
 - Work with the Third Party Administrator and regional HR staff to ensure the effective completion of the OSHA 300/A.
 - Review and approve closure settlements, PPD settlements, etc.
- Act as the primary liaison with the Archdiocese of Seattle as it relates to CCS/CHS Worker's Compensation claims management.
 - Participate in other activities and make decisions on individual claims as requested by the Archdiocese.
- Provide guidance on the impact of laws and regulations.

System Wide Operations

- Substantively contribute to the development of the wider HR strategy.
- Provide project management over all HR Initiatives.
- Collaborate with the VP of Human Resources to develop interdepartmental relationships.
- Develop a working understanding of all HR processes to serve as a Regional HR Director/Manager, as needed.

- Facilitate the transition to a comprehensive HR Management system.
- Think strategically to develop HR plans to support the achievement of the overall business operation objectives.
- Complete other projects as assigned and requested by the VP of HR, the COO, and/or the President.

Qualifications:

This position must have an excellent understanding and commitment to upholding Catholic social teachings as well as the organization's mission and values of serving those individuals, children, families, and communities struggling with poverty and the effects of intolerance and racism, and to actively join with others to work for justice.

- Bachelor's degree in Human Resources, Business, or related field.
- 10+ years HR functional and business process experience.
- 3+ years in HR leadership and HR operational areas.
- Successful record of building and improving operational processes and procedures, ability to drive program efficiencies and high levels of customer satisfaction.
- Strong systems knowledge and experience using technology to scale programs and improve efficiencies, experience defining technical requirements and working with system resources.
- Demonstrated business acumen and the ability to clearly define, implement, and communicate business centric HR Ops solutions.
- Exceptional knowledge and expertise in the Affordable Care Act and Workers' Compensation.
- Strategic, analytical thinker who isn't afraid to roll up his/her sleeves and get into the weeds; passion for problem solving.
- Experience identifying and resolving complex issues; will take initiative even under unfamiliar or ambiguous circumstances – solid sense of accountability and sound personal judgment.
- Strong understanding of HR disciplines and programs.
- Previous experience driving cross functional change in a strategic capacity.
- High degree of integrity and honesty; demonstrated ability to exercise confidentiality and neutrality in complex and sensitive situations.
- Outstanding written and verbal communication skills; must be an articulate and persuasive communicator including excellent presentation skills.
- Demonstrated program ownership and consistent delivery on commitments – excellent organizational skills with follow through and attention to detail.
- Excellent project management and relationship management skills, with a keen ability to work collaboratively and develop trust.

Salary: Highly competitive with comprehensive benefit package.

Application Deadline: March 15, 2023

(We reserve the right to shorten the deadline for applications if we have sufficient interest. Please apply early to ensure your background will be considered.)

For consideration, please email resume to:

Brent Morton
Vice President
Catholic Recruiter Associates
Brent@CatholicRecruiter.com

Note: Only those selected for an interview with the search committee will be contacted.

Search managed by:

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