



Chief Human Resources Officer

Sorrell is pleased to partner with San José Clinic in the search for a new Chief HR Officer. San José Clinic is the leading charity care provider of healthcare services for the underserved in Houston. Since 1922, the Clinic has worked to provide a health home for the most vulnerable in the Greater Houston area. Its mission is to provide healing through quality healthcare and education with respect and compassion for those with limited access to care. San José Clinic is a 501(c)(3) non-profit organization, a United Way partner, a Texas Medical Center member institution, and a ministry of the Archdiocese of Galveston-Houston.

For more information about San José Clinic (SJC) see <https://www.sanjoseclinic.org/>.

Position Overview

Reporting to the President and CEO, the Chief HR Officer (CHRO) will be a member of SJC's senior leadership team and collaborate with others across the organization. The CHRO will provide human resources support on a daily basis, contributing to the overall health of the organization and long-term development of the human resources function. S/he will manage the provision of Human Resources services, policies, and programs for the entire organization and will directly supervise the Strategic Partnerships and Volunteer Program Manager. S/he also will have a dotted line of supervision to the current Accounting & Payroll Manager, with the ultimate accountability for payroll and benefits belonging to the CHRO.

Core Responsibilities and Duties

The Chief HR Officer is the chief workforce strategist for SJC and also ensures that the details of the day-to-day HR needs are addressed credibly, competently, fairly and swiftly. As a multi-talented executive who handles a broad range of responsibilities at various levels, s/he will be in the role of a senior level thought partner who also ensures that the work is prioritized well and gets executed in a timely and consistent fashion. Accomplishing this will require a combination of personal action, delegation, and/or empowerment of others. A breakdown of overall responsibilities follows:

Strategic Planning and Policy

- Establishes and implements all human resource efforts that effectively communicate and support SJC's mission and strategic vision
- Designs and executes HR procedures, policies and other people-related initiatives with input from the CEO and Board HR Committee, as appropriate
- Serves as an active member of the Board HR Committee; engages frequently with HR Committee members and provides ongoing support to drive the Board's strategic HR initiatives
- Partners with SJC's executive management team to establish a sound plan of management succession that corresponds to the strategy and objectives of the organization
- Brings knowledge and accountability to SJC's DEIA strategy

- Develops comprehensive and strategic recruiting and retention plans to meet the human capital needs of SJC's strategic goals

Relationship Management and Equipping the Organization

- Provides sage HR counsel and support to the CEO, line managers, supervisors, and employees, explaining regulations, procedures and policies in a timely, effective manner
- Serves as a confidential sounding board to the CEO and senior leadership, when needed
- Advises staff regarding personnel, benefits, and pay issues and coordinates with payroll and management
- Manages all Employee Relations issues and protocols
- Manages the Diversity, Equity, Inclusion and Accessibility process for the Clinic; acts as liaison to ERG
- Fosters critical relationships across the Texas Medical Center's HR community through pro-active networking and active engagement, ensuring a "seat at the table" among TMC HR professionals
- Taps into HR professional societies and continuous learning opportunities to stay abreast of HR best practices and the most current regulations

Talent Acquisition, Development and Retention

- Has responsibility for planning and executing all recruiting and retention activities
- Conducts or delegates interviews, hiring, and orientation of new employees and contractors
- Ensures the completion of job application materials and documents, and preparation of employment interviews and tests/assessments
- Administers Talent Management of employees, which includes learning and development
- Administers the introductory, mid-year and annual review evaluation process
- Administers staff benefits, programs, events and organizational training programs
- Responsible for driving clinic-wide recognition events, including annual staff holiday party

Compliance, Reporting and Recordkeeping

- Evaluates risks and provides guidance for risk management procedures, processes, policies, and practices
- Follows all HIPAA and OSHA guidelines and regulations, including assisting HIPAA and OSHA Officers in ensuring compliance
- Monitors and reports all HR metrics on a periodic basis as they support the SJC Strategic Plan
- Prepares, reviews, interprets, analyzes, and approves a variety of data, information and reports, and makes recommendations as appropriate
- Maintains established SJC policies, procedures, objectives, quality assurance, safety, environmental and infection control
- Completes and maintains credentialing files on all SJC patient-facing employees
- Maintains data in the database or HR system for accurate record keeping
- Provides data for and prepares management information reports and documents
- Organizes and ensures the maintenance of department, employee and patient information and records, ensuring complete accuracy and confidentiality at all times

General

- Implements job responsibilities in a manner that is consistent with SJC's Mission and Code of Conduct and is supportive of SJC's cultural diversity objectives
- Ensures other related work is completed as required

Key Skills, Experience and Education Requirements

- Bachelor's degree in business or related field or equivalent experience, required
- A minimum of ten years of experience working in human resources with primary responsibility for HR Strategy, payroll and benefits administration, and support of other functional areas of human resources
- Strong business acumen with a mission mindset that aligns well with SJC
- Experience driving Diversity, Equity, Inclusion and Accessibility initiatives
- Demonstrates effective customer relation skills and working with diverse populations, often in stressful, fast-paced environments
- Demonstrates excellent organizational, multi-tasking, and time management skills
- Demonstrates effective verbal and written communication skills
- Ability to handle and complete multiple tasks or competing projects with multiple deadlines
- Ability to deal professionally, courteously, and efficiently with public and all levels of the organization
- Experience working with payroll and HRIS systems
- Proficiency in Microsoft Office; adept at using office technology, including computers, copiers, scanners, and fax machines
- Healthcare experience preferred; nonprofit experience a plus
- Bilingual in English/Spanish a plus

Physical Requirements

- Ability to sit, stand, bend and stoop for (long) periods of time
- Ability to exert up to 50 pounds of force occasionally/frequently
- Ability to respond to emergency/crisis situations
- Exposure to noise
- Exposure to blood and/or fluids

Compensation

Compensation is competitive and commensurate with experience, with an expected range of \$85K to \$95K annually and a generous benefit package.

Application and Referral Process

Applicant review is currently underway and will continue until the candidate has been selected. To nominate or be considered for this position, please contact Priscilla Plumb at priscilla@sorrellco.com and 281.224.0881 or Laura Sorrell at laura@sorrellco.com and 713.854.5351. If you have an interest but don't meet 100% of the qualifications, we still encourage you to apply. All inquiries will be held in confidence.

About Sorrell

Sorrell is a highly relational provider of executive recruiting. Our mission is to serve as partners with our clients to accelerate their efforts to attract, hire and retain talent that impacts the future of the organization. For more information, call 713.840.1870.