



POSITION DESCRIPTION

Position Title: Director of Human Resources
Candidate: TBD
Department: 8010 – Admin
Supervisor: Vice President of Human Resources
FLSA: Full-Time/Salary/Exempt
Salary Range: \$120,000
Effective Date: TBD

OUR IMPACT

For over 50 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT

Partnering closely with the Vice President of Human Resources, the Director of Human Resources serves as the organization's primary employee relations expert and trusted HR advisor. This role leads workplace investigations, performance management, corrective action, policy interpretation, and complex leave and accommodation matters while ensuring legally compliant, consistent, and values-driven people practices. The Director provides operational leadership for the Human Resources department, supports the development of HR staff, oversees departmental operations in the absence of the Vice President of Human Resources, and escalates significant organizational risks as appropriate.

JOB QUALIFICATIONS

Please note our preferred and in some cases required qualifications for this position:

EDUCATION:

- Minimum of seven (7) years of progressively responsible Human Resources experience, including significant employee relations and workplace investigations.
- Minimum of three (3) years of HR leadership or management experience preferred.
- Strong knowledge of California employment laws, including wage and hour, FEHA, ADA, FMLA/CFRA, workers' compensation, and leave administration.
- Excellent coaching, documentation, investigation, and conflict resolution skills.
- Experience using HRIS, applicant tracking systems, and other HR technologies.
- Ability to manage multiple sensitive matters simultaneously with discretion and sound judgment.
- Experience working in mission-driven or nonprofit organizations preferred.
- SHRM-CP, SHRM-SCP, PHR, or SPHR certification preferred.

EXPERIENCE:

- HR experience with demonstrated employee relations and investigations capability. Strong knowledge of California employment practices; familiarity with leaves and accommodations concepts.
- Excellent coaching, documentation, and conflict management skills.

- Strong technological skills, working with HRIS systems.
- Ability to manage multiple sensitive matters timely with discretion and sound judgment.
- Experience working in mission-driven or nonprofit environments preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Familiarity with nonprofit organizational structures and community-based services.
- Advanced knowledge of California employment laws and HR compliance.
- Ability to interpret employment laws and organizational policies to provide practical, risk-based guidance to leaders.
- Ability to influence leaders without direct authority.
- Ability to maintain neutrality during investigations.
- Strong analytical and problem-solving skills.
- Ability to analyze workforce metrics and trends to support data-informed decision-making.
- Ability to lead organizational change initiatives while fostering employee engagement and organizational effectiveness.
- High emotional intelligence, executive presence, and exceptional interpersonal skills with the ability to build trust and navigate sensitive workplace situations.
- Excellent written and verbal communication skills, including public speaking and presenting to groups.
- Ability to build collaborative relationships with employees, managers, executives, vendors, and external agencies.
- Strong technology proficiency, including Microsoft Office Suite, HRIS platforms, applicant tracking systems, and other business applications.
- Ability to work effectively both onsite and remotely as needed to complete tasks and collaborate with team members.
- Strong organizational, project management, and time management skills with exceptional attention to detail.
- Ability to manage multiple priorities in a fast-paced and evolving work environment.
- Clear understanding of professional boundaries and the ability to maintain confidentiality regarding employee information, investigations, compensation, organizational strategy, and agency operations.
- Demonstrated professionalism, sound judgment, and ethical decision-making in all aspects of work.
- Ability to exercise independent judgment while collaborating effectively with executive leadership and cross-functional teams.
- Resourceful, solutions-oriented approach to identifying challenges and resolving issues.
- Strong documentation, record management, and reporting skills with the ability to maintain accurate, confidential, and legally compliant employment records.
- Valid driver's license, proof of insurance, and the ability to travel between Samaritan House locations as needed.
- Flexible schedule including early mornings, evenings, weekends, or holidays as assigned.

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

References will be conducted prior to employment. All staff must successfully complete a criminal background check. The position requires physical, visual, and auditory ability to perform essential job functions, maintain a safe work environment, and respond to emergencies with or without reasonable accommodation. Work may involve travel between agency locations and extended periods of sitting while performing computer-based tasks. The role requires frequent use of a computer, keyboard, and other office equipment to prepare reports, maintain records, and perform administrative work. The position also requires occasional lifting and moving of items weighing up to approximately 20 pounds.

ESSENTIAL FUNCTIONS OF THE JOB

1. Serve as the primary escalation point for complex employee relations matters, HR risk management issues, workplace investigations, and policy interpretation. Lead employee relations casework from intake through resolution, including investigations, findings, and recommendations.
2. Coach and advise supervisors, managers, directors, and executive leadership regarding performance management, documentation, corrective action, and employee development.
3. Provide guidance on employee conduct, policy interpretation, and workplace conflict resolution.
4. Lead complex ADA/FEHA interactive process discussions and partner with the HR Administrator to ensure compliant leave administration.

5. Develop and improve HR processes (intake, tracking, documentation standards, communication templates).
6. Partner with the Vice President on sensitive employee matters and policy interpretation; prepare case summaries and risk assessments as needed. Maintain regular communication regarding departmental operations, organizational risks, and emerging HR issues.
7. Assist with policy updates and manager communications to improve consistency across the organization.
8. Partner with the HR Manager and Vice President of Human Resources to identify organizational training needs and implement learning initiatives.
9. Supervise, coach, mentor, and evaluate assigned Human Resources staff and interns while fostering professional growth and departmental excellence.
10. Develop, monitor, and report Human Resources metrics and trends to support strategic planning, compliance, and organizational decision-making.
11. Oversee employee benefits administration to ensure timely enrollments, qualifying life event changes, COBRA administration, and terminations.
12. Lead the organization's performance management program, ensuring timely completion, consistency, and compliance.
13. Partner with VP on development of Human Resources Budget and Annual Staffing Analysis.
14. Oversee workers' compensation administration, workplace injuries, return-to-work coordination, and claims management.
15. Own Staff Recognition Event with support from People Operations Administrative Coordinator.
16. Support training content related to supervisor essentials (documentation, performance conversations, respectful workplace).
17. Track trends in HR issues and recommend proactive interventions (training, manager coaching, internal surveys, policy clarification).
18. Lead the development, implementation, and continuous improvement of Human Resources standard operating procedures and departmental workflows.
19. Ensure appropriate mandated external reporting is submitted in a timely manner. i.e. EEO-1, Mandated DCR Salary Reporting, OSHA online reporting, mandated internal OSHA postings

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE HR Specialist/Recruiter

4031 Pacific Blvd. San Mateo, CA 94403

E-mail: jobs@samaritanhousesanmateo.org Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.

ACKNOWLEDGMENT

Please sign below in acknowledgment that you have received and understand the job description of Director of Human Resources

Employee Signature

Date

Supervisor Signature

Date

Vice President of Human Resources

Date