



*United South End Settlements (USES) is a community-based nonprofit organization focused on improving the health, safety, education and economic security of low-income residents in and around the South End Lower Roxbury neighborhood of Boston by leveraging multi-generational and inclusive approaches that moves people forward. USES has held true to its settlement house roots, committing to the motto of “neighbors helping neighbors to grow and thrive.” Our extended family is an integrated team of participants, staff, volunteers, community leaders, and business partners. USES operates in three locations in the South End – Harriet Tubman House, South End House, the Children’s Art Centre – and Camp Hale on Squam Lake in New Hampshire. Please visit our website at [www.uses.org](http://www.uses.org).*

## **Director of Talent & Human Resources**

### **GENERAL DESCRIPTION**

Reporting to the Chief Operating Officer, the Director of Talent & Human Resources is responsible for developing and leading a comprehensive talent acquisition and engagement process and maintaining and enhancing ongoing learning within the USES. The Director of Talent & Human Resources will oversee staff recruitment and hiring including working collaboratively across the agency to promote staff hiring, identifying improved efficiencies and systems for managing and stewarding a pipeline of talent, including improved performance management, professional development, benefits, and acting as point of contact for payroll system. The Director of Talent & Human Resources will ensure that all USES employees have the required training necessary to perform their duties in a professional environment, including but not limited to Discrimination, Sexual Harassment, Equal Employment Opportunity, Staff Supervision, Diversity & Inclusion and Organizational Management. Successful candidates will demonstrate exceptional leadership, relationship building, communication, and project management skills, with the ability to think innovatively, have impeccable discretion, and a can-do mentality.

### **QUALIFICATIONS**

1. Bachelors degree required; relevant human resources graduate degree and/or certificate preferred
2. At least 5 years of experience and demonstrated success in human resources and/or talent management; for-profit experience welcomed
3. Commitment to USES mission and work
4. Demonstrated experience advising management on sensitive matters, and leading organization-wide initiatives
5. An independent, results-focused, highly-organized self-starter
6. Thrive in a fast-paced, entrepreneurial environment, operating with a results-orientation and exceptional attention to detail
7. Have a proactive personality; no work is 'beneath' you and you are eager to serve others, rolling up your sleeves when necessary
8. Demonstrate mature judgment, with a high level of personal and professional integrity and trustworthiness
9. Have a sense of humor, even under stress
10. Be comfortable giving and receiving honest, constructive feedback, and applying feedback to drive improvement
11. Value relationships and accountability, empowering others to achieve superior results

## RESPONSIBILITIES

### **Organization Responsibilities**

- Partner closely with the President & CEO and Senior Team to continue creating and promoting a culture of collaboration, excellence and transparency across the agency
- Advise organizational leaders and the Senior Team on best talent management practices
- Provide confidential counsel to the President & CEO and other senior leaders and managers regarding sensitive personnel issues, including salary, promotion, retention and termination decisions
- In partnership with the senior leadership and board, actively contribute to the development and implementation of USES's strategic goals and objectives, annual budget process, talent-related decisions, as well as the overall management of the organization
- Effectively communicate and present important HR matters to the President & CEO

### **Lead Human Resources**

- Working with COO, develop a long-term strategy to stabilize and enhance the efficacy of human resources and talent management at USES
- Review and refine HR procedures and processes for centralized HR functions, which align to the organization's strategy and vision for growth
- Maintain compliance with local, state, and federal employment law
- Maintain and update the Employee Handbook, and provide training to staff and managers that address USES' policies and procedures on an annual basis
- Manage implementation and maintenance of an HRIS and ensure the integrity of all data contained therein
- Manage the performance review process and work with managers to support their teams in achieving their job functions and professional and personal development goals
- Oversee day-to-day administration, including employee benefits and personnel file management
- Continuous update of employee data in online payroll system, Paychex, including new hires and changes in employee status
- Review and approve semi-monthly payroll

### **Talent Management**

- Work with Senior Team to develop organizational philosophy about talent acquisition, development and retention of staff
- Work collaboratively with the Leadership Team, develop comprehensive and integrated training and professional development calendar on an annual basis
- Refine and manage the hiring, onboarding and training of new staff, either by supporting hiring managers or directly managing the process, including creating comprehensive job descriptions, posting jobs on appropriate job boards, and designing the screening and selection process
- Implement a new staff orientation for all staff members
- Support, coach, and offer advice and assistance to all employees on matters related to performance, work environment, co-worker interactions, and other human resources related issues or challenges
- Support the implementation of the annual employee engagement survey in partnership with Senior Team

**PHYSICAL REQUIREMENTS** (with or without accommodation):

- Must be able to reach, stand, finger, grasp, talk, hear, and be capable of repetitive motion
- Position requires exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly
- Work requires close visual acuity
- Position is not substantially exposed to adverse environmental conditions

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*The above statement reflects the general details considered necessary to describe the principal function of the job identified and shall not be considered a detailed description of all the work requirements that may be inherent in the job.*

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**To apply, please email resume and cover letter to [humanresources@uses.org](mailto:humanresources@uses.org)  
In the subject line, please specify the position to which you are applying.  
No phone calls, please.**