

## JOB ANNOUNCEMENT

**Position:** Director of People & Culture

**Reports to:** Executive Director

**Bargaining Unit:** No

**FLSA:** Exempt

**Type:** Full Time



*Do you want to lead Centro Legal's efforts to cultivate the next generation of intersectional social justice leaders? Are you passionate about lifting up, developing, and empowering BIPOC leadership?*

### **About the Position:**

To help support our continued growth, Centro Legal is seeking a passionate, creative, and collaborative Director of People and Culture with exceptional judgment, interpersonal skills, and a desire to recruit, develop, and retain a dynamic and diverse team of social justice advocates. Reporting to the Executive Director, the Director of People and Culture will be a courageous leader who shares our vision of justice, integrity, empowerment, empathy, and inclusion to provide guidance and leadership in shaping our organizational culture, with the goal of advancing equity, inclusion, and belonging into every facet of the organization.

Working closely with the Executive Director, human resources board committee, Diversity Committee, leadership team, human resources, and union, this Director will be involved in a wide range of strategic planning and internal initiatives and will be responsible for leading all aspects of Human Resources including recruiting/retention, benefits, hiring/onboarding, performance management, compliance, training and development, occupational health and safety, and all other HR strategy and operations. This Director will work collaboratively with the leadership team to develop our amazing staff rich with lived experience, ensuring that every staff member has an opportunity to grow into a leader. This is an exciting opportunity for an experienced and innovative human resources talent professional to develop new team building initiatives that impact the organization and establish Centro Legal as a model for what it means to be an engaging, innovative, inclusive, and an anti-oppressive workplace. The ideal candidate will have a deep appreciation for the value and importance of unions, accountability, and transparency.

### **Key Responsibilities:**

#### **Recruitment, Hiring, Onboarding, Offboarding, Succession Planning**

- Developing strategies to consistently identify talented individuals committed to our mission and core values by establishing and conducting recruitment and hiring process for all employees from collaborating with managers on crafting job descriptions through extending job offers;

- Overseeing general organizational onboarding and orientation for new employees; in collaboration with the Leadership Team, develop and standardize onboarding expectations, schedules, protocols, and procedures across organization;
- Developing and overseeing an intersectional, robust, and effective retention strategy;
- Overseeing processes for offboarding of staff, including exit interviews, analyzing data and make recommendations to the Leadership Team for corrective action and continuous improvement; and
- In collaboration with the Leadership Team, maintaining and updating a leadership succession plan for the group, proactively identifying new leaders

### **Professional Development/Performance Management**

- Assessing organizational needs; identifying and supporting opportunities for management and employee professional development and growth; working with leadership team to identify personnel challenges or talent gaps and collaborate to develop solutions to address them;
- Overseeing performance management activities including ongoing feedback, documentation of performance issues, annual performance evaluations, and performance improvement plans; collaborate with the leadership team to develop and implement new performance management approaches and systems;
- Maintaining knowledge of industry trends and best practices in workplace development and change management;
- Providing performance management guidance to supervisors, and support them in carrying out their responsibilities on personnel matters (supervision/coaching, mentoring professional development, addressing microaggressions, and disciplinary actions); providing supervisors and staff members with coaching and resources to help resolve and prevent interpersonal and team conflicts and adapt to different leadership and communication styles;
- Identifying and coordinating ongoing training for staff members, including annual trainings (e.g. workplace safety, sexual harassment), skills-based training, diversity and inclusion trainings, and other trainings as needed; in consultation with leadership team, design and implement a management training program for supervisory staff; and
- In collaboration with the leadership team, identifying departmental training needs, and assisting directors and managers with finding appropriate training resources; ensuring that training is being offered to all employees across all programs; monitoring and evaluating success of training programs, following up to ensure training objectives are met.

### **Regulatory/Compliance**

- Monitoring and ensuring the organization's compliance with federal, state, and local employment laws and regulations as well as our collective bargaining agreement, and recommended best practices; reviewing and modifying policies and practices to maintain compliance; and
- Maintaining knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law, communicating changes in policy, practice, and resources to leadership.

## **Culture/Employee Relations**

- Creating human resource policies and procedures to foster an intersectional, reflective, inclusive, and trauma-informed organizational culture, in which all of Centro Legal's employees can bring their whole self to work without fear of marginalization or exclusion;
- Driving a sense of community, collaboration and practice/program unity;
- Building a culture of fun, trust, accountability, and transparency where all employees are able to thrive, including people from historically marginalized and excluded groups;
- Serving as point person for the organization's Diversity, Equity, and Inclusion initiatives, as well as providing leadership for our Diversity Committee;
- Overseeing employee events and appreciation activities such as annual retreats, social events, and group activities, tracking anniversaries, birthdays, and other milestones;
- Assessing and advancing employee engagement and satisfaction;
- Partnering with managers to effectively resolve employee issues and conflicts as they arise;
- Serving as main organizational point of contact for union matters;
- Managing and resolving complex employee relations issues and, where applicable, conducting effective, thorough and objective investigations; and
- Developing strong relationships with employees across the organization and all stakeholder groups to seek input, problem solve, inform, and ensure all voices are heard and staff needs are met.

## **Compensation/Benefits Management/Payroll**

- Developing and administering a consistent and progressive compensation program including salary surveys and market research to ensure Centro Legal is competitive within its market;
- Monitoring budgets for recruiting, training/staff development, and benefits programs;
- Managing all HR administration, including the organization's benefits and payroll programs;
- Managing relationship with benefit brokers, coordinate annual Open Enrollment, and addressing employee benefits questions; and
- Overseeing compensation and promotion practices and philosophy to ensure salary benchmarking, transparency, and pay equity.

## **Strategy**

- Collaborating with the Leadership Team to assess staffing requirements for grants and contracts;
- Forecasting current and future talent needs; gain an in-depth understanding of agency priorities and translates that into workforce planning for the group; provide input on departments restructures, workforce planning and succession planning;
- Serving as the core staff liaison for the board established Human Resources Committee;
- Leading, coaching, and mentoring the HR team; and
- Managing personnel files and developing and annually reviewing employee manuals/handbooks and modifying as appropriate.

## **Key Qualifications:**

- Bachelor's degree in Human Resources, Business Administration or a related field required; advanced degree in human resources, business, public administration, or related field highly desirable; SHRM-SCP, PHR, or SPHR certification a plus

- Minimum 5 years of HR and/or DEI experience, with extensive exposure to employee relations, performance management, recruitment, and training and development
- Experience in revising or developing new HR policies and procedures to meet changing organizational needs, and to support the desired organizational culture
- Understanding of best practices and experience in building inclusive and engaged workplaces; cultural awareness and sensitivity with lens on racial and gender equity; experience supporting a multi-generation workforce
- Capacity to build trust and establish rapport as both a leader and colleague, and an ability to facilitate difficult conversations and to provide and receive feedback
- Demonstrated effectiveness at listening and responding with empathy in a diverse environment, building consensus, and managing conflict
- Working knowledge of local, state, and federal laws and regulations affecting employer practices and compliance requirements; specific knowledge of requirements for 501(c)(3) organizations preferred
- Ability to clearly and consistently articulate a deep understanding of racial equity and structural racism as it relates to the work we do and how we operate internally at Centro Legal
- An understanding of and commitment to Centro Legal's mission is required
- Experience working with immigrant, low-income, Black, and Latinx communities is required
- Ability to direct staff through a process that builds alignment and trust, and minimizes harm and hurt, especially on high-stakes organizational decisions or moments of extreme tension. A calming force that helps reduce and avoid unnecessary conflict, while preventing and addressing issues from escalation
- Extraordinary emotional intelligence and interpersonal, written, and verbal communication skills, with the ability to interact with a wide range of audiences on complex issues

### **Compensation**

Salary is competitive and commensurate with experience ranging from \$100,000-115,000. We provide a generous benefits package, including 401K, life insurance, leave policies, vacation, and December holiday office closure at full pay.

### **To Apply**

Review of applications will begin immediately and continue until the position is filled. Applicants are encouraged to apply as soon as possible. To apply, send a brief cover letter, resume, and list of three professional references by email to [jobs@centrolegal.org](mailto:jobs@centrolegal.org). Include **"Director of People and Culture"** in the subject line.

### **About Centro Legal de la Raza:**

Founded in 1969 and headquartered in Oakland, California, Centro Legal de la Raza (Centro Legal) is a comprehensive legal services and advocacy organization protecting and advancing the rights of immigrant, low-income, Black and Latino communities through bilingual representation, education, and advocacy. We combine quality legal services with know-your-rights education, affirmative litigation, and youth development, ensuring access to justice for thousands of individuals and families each year

throughout Northern and Central California. Centro Legal's multifaceted approach to legal advocacy on behalf of the most vulnerable amongst us is purposefully designed to ensure access to justice. To this end, we pride ourselves in the three key components of our work: creating leadership, empowerment, and equity in our community. We focus on leadership by providing guidance and mentorship to the next generation of attorneys and judges of color through our Youth Law Academy and Diversity Legal Pipeline programs. We incubate community empowerment by advocating for positive change in local and state governments, creating meaningful dialogue on issues through our communications and media strategies, and by engaging in true, collaborative based, community lawyering. Finally, we ensure equity through high quality bilingual legal services and courtroom advocacy.

## **POSITION OPEN UNTIL FILLED**

### **Diversity Statement**

Centro Legal de la Raza is an equal employment opportunity employer and does not discriminate on the basis of race, color, religious creed, sex, pregnancy), gender, national origin, ancestry, citizenship, age, medical condition including genetic characteristics, mental or physical disability, military or veteran status, marital status, family responsibilities, caregiver status, sexual orientation, gender identity (including transgender status), gender expression, weight, height, linguistic characteristics (such as accent and limited English proficiency where not substantially job-related), citizenship status, status as a victim of domestic violence, sexual assault, or stalking, HIV/AIDS status, or any other basis prohibited by law. Centro Legal also prohibits discrimination based on a perception that an individual has any of the characteristics of the protected classes listed above, and further prohibits discrimination against an individual who is associated with a person who has, or is perceived to have, any of those characteristics.