



Klamath Tribal Health & Family Services

3949 South 6th Street

Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290

HR Fax: (541) 851-3985

Open: 02/05/2024
Close: Until Filled

POSITION DESCRIPTION

POSITION: HUMAN RESOURCE DIRECTOR

RESPONSIBLE TO: Health General Manager

SALARY: Step Range: 37 (\$79,876) – 56 (\$140, 064); Full Benefits

CLASSIFICATION: Professional/Management, Full-Time, Regular

LOCATION: Klamath Tribal Health & Family Services
3949 South 6th Street
Klamath Falls, OR 97603

BACKGROUND: Comprehensive

POSITION OBJECTIVES

The Human Resources Director is vital in shaping the organizational culture, developing and implementing Human Resources policies and programs and fostering a positive and inclusive work environment for all employees. The Human Resource Director will provide leadership, direction, and management for the Human Resource Department of Klamath Tribal Health & Family Services. The work will be diverse and may include a number of personnel related projects which are often of a unique or complicated nature. The primary purpose of this position is to oversee the full range of duties in the major areas of human resource management; including regulatory and policy compliance, policy development, technical advice, classification and compensation, professional recruitment and selection, employee records management (Human Resource Information System) oversight, employee relations, technical assistance on comprehensive and complex personnel issues, and training. Serves as administrator and point of contact for a comprehensive Self-Insurance Plan which includes a health, life, disability, 125 cafeteria plan and a retirement 401(k) program.

The Human Resource Director will serve as a source of information for management staff and employees in the area of compliance with policies and procedures, established

practices, and applicable federal laws and regulations as they pertain to Klamath Tribal Health & Family Services human resources.

The Human Resource Director is responsible for the direct supervision of the Deputy HR Director and as a backup supervisor to Deputy HR Director. Human Resource Director reports to the Health General Manager (HGM) and shall consult the HGM to interpret or clarify policy, which may include consulting Klamath Tribal Administration Human Resource Department Director.

MAJOR DUTIES AND RESPONSIBILITIES

1. Responsible for ensuring compliance with The Klamath Tribes Employment Ordinance, Tribal Resolutions, Tribal personnel policies and procedures, Indian Preference and other applicable laws.
2. Monitors and ensures the organization's compliance with federal, state and local employment laws and regulations that may apply to the Klamath Tribes.
3. Study legislation impact on tribal employment, and assess industry trends. Keep abreast of new policies or changes in policies, applicable laws or similar materials and information that can affect tribal employees. Distribute new or pertinent information to the Health General Manager, program supervisors and employees regarding laws, regulations, benefit changes or other relevant information.
4. Maintains knowledge of human resource trends, best practices, new technologies in human resources and talent management. Applies this knowledge to communicate changes in policy, practice and resources to leadership.
5. Develop and maintain standard operating procedures (SOP) for human resources department. Manage Human Resource functions ensuring clear and effective policy and regulatory procedures are in place and are followed. Maintains compliance.
6. Provide director level oversight to the human resource department. Discuss strategy, policy and general KTHFS work force issues in regular department staff meetings. Back up to Deputy HR Director when position is vacant or out of the office.
7. Research and provide advice and guidance to Klamath Tribal Health & Family Services' supervisory staff in the application of a wide variety of rules and regulations governing the technical aspects of personnel actions, benefit requirements, and compensation. Provide procedural advice concerning the application of laws, policies, and regulations; anticipate and identify interrelated problems and search for solutions. Coordinate human resource information with quality improvement goals to ensure compliance with accreditation and quality utilization standards.

8. Serve as Administrator for the Klamath Tribes Self-Insurance Plan including, but not limited to the medical/dental/life plan, disability, life, 401(k) retirement plan, 125 Cafeteria Plan, and coordination of any supplemental group insurance coverage. This includes coordinating and managing the annual enrollment process, new hire enrollment, benefit changes and working closely with employees and the human resource and finance department to ensure accuracy of data. Work closely with the HGM and other team members for annual employee benefits package changes and recommendations. Assist HGM facilitate each meeting and follow up on actionable items.
9. Identifies staffing and recruiting needs in partnership with leadership. Maintain current information for the recruitment and retention of licensed professional health employees, regarding laws, rules, and regulations pertaining to the Commission Corp., Indian Health Service, 638 and licensure of employees.
10. Manage complex professional recruitment that the human resource staff escalate to the Director level. To include, partnering with leadership to negotiate employment contracts and recruitment incentives with licensed professionals.
11. Oversee the evaluation, classification and rating of occupations and job positions.
12. When escalated to the Director level or during vacancies, provide guidance to supervisory personnel involved in completing performance evaluations and ensure they are provided the appropriate forms.
13. When escalated to the Director level or during vacancies, ensure all required background investigations are completed on those employees whose positions require clearing a Criminal Record Background investigation. Adjudicate the results of the investigation when received from the investigation agency.
14. Responsible for ensuring that prompt investigations of employee complaints or concerns are conducted as required. Serve as primary investigator following established investigation processes. Responsible for cross training human resource team to conduct investigations.
15. Represent the organization at personnel related hearings and investigations. Conduct investigations when employee complaints or concerns are brought forth.
16. Assist employees and managers with correcting employee relationship issues. Provide procedural advice concerning the application of laws, policies and regulations; anticipate and identify interrelated problems and search for solutions.
17. Responsible for conducting annual employee satisfaction surveys, analyzing results and working in partnership with leadership to implement change.

18. When escalated to the Director level or during a vacancy, provides guidance on all disciplinary actions under the Personnel Policy and Procedures Manual and works closely with Health General Manager. Review disciplinary actions prior to disciplinary meetings to ensure that action is in line with policy and past practices. Attend disciplinary meetings, as necessary, inform employee of those actions which are subject to the employee grievance process.

19. Assist employees and supervisors through the grievance process should employees choose to challenge a disciplinary action or file complaints on employment issues. Maintain and organize the grievance procedures and files. This includes but is not limited to, ensuring all timelines and processes are met for each step, provide appropriate forms to employee/supervisor/health general manager, notification of the grievance committee; maintenance of grievance files, draft and final preparation of memos, letters and other related information related to the grievance procedure.

20. Oversight and continually improves employee onboarding, development plans, succession planning, retention programs, training and leadership development.

21. Analyze training needs to design employee development programs. Provide training to managers, supervisors and other staff on applicable employment law, regulations, procedures and policies that affect Tribal employment.

22. When escalated to Director level or during a vacancy, process and monitor all Workers Compensation claims, Family Medical Leave request and Short and Long-Term Disability claims; report as required by established procedures. Serve as the Klamath Tribal Health & Family Services representative on Unemployment Claim Hearings.

23. Develop and administer special projects in the human resource area, such as pay equity, salary studies, and succession planning.

24. Provide monthly and annual reports on Human Resource activities, significant events, staff trainings and employee data. Responsible for data collection, analysis and trends. Review with leadership and implement change with this data.

25. Analyze statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of the organization's personnel policies and practices.

26. Responsible for the development and monitoring of the Human Resource annual operating budget; including all costs associated with recruitment.

27. Provide education materials, to supervisors and employees, including internal and external training opportunities, manuals, handbooks, reports and general tips for improving employee relations, supervisory skills and communication. Maintain an employment resource library for checking out materials. Develop and administer special projects in the human resource area, such as pay equity.

28. Serve as an active member of the Leadership Team and other assigned committees/teams. Participate in administrative staff meetings and attend other meetings and seminars as directed.

29. Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath Tribes' broader functions, including but not limited to, assisting during Tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

SUPERVISORY CONTROLS

The Human Resource Director reports to the Health General Manager. The Health General Manager outlines the overall objectives, priorities, timelines and financial and personnel resources available. Daily assignments are usually determined by the normal flow and nature of the assignments themselves. Work is reviewed from an overall standpoint in terms of meeting objectives, effectiveness and compliance with laws, regulations, policies and procedures.

Human Resource Director works independently, resolving normal conflicts according to established procedures and past experience. Employee exercises initiative in researching answers and solving problems based upon previous training, experience and instructions. Unusual, new, or complex assignments that require deviation from past experience or precedents are discussed with supervisor.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge or ability to learn Klamath Tribal Health & Family Services organization and functions of the Human Resource Department in order to provide the technical personnel advice and service where an understanding of the total work is needed.

Knowledge of the rules regulations, and procedures used to accomplish various personnel functions including classification, staffing, employee benefits, and employee relations.

Knowledge or ability to learn licensure procedures, laws and regulations for health professional employees.

Ability to interpret complex regulations, procedures, and laws.

Knowledge or ability to learn of agencies/organizations used to recruit health positions.

Knowledge of employee benefit programs' rules, regulations, procedures, content, options, etc.

Knowledge of or ability to learn Tribal and Federal laws, regulations, decisions, guidelines, etc., relating to human resource/employment law.

Consistently exhibit professional behavior, sound judgement and the high degree of personal and professional integrity and impartiality.

Committed to building an inclusive workplace.

Work in a cooperative manner with all levels of management and with all KTHFS staff.

Effectively plan, organize, prioritize workload and schedule time to meet work load demands.

Ability to establish and maintain effective personal relationships in a work situation with supervisor, co-workers, and the public.

Must be able to communicate well with people of different managerial, economic, cultural, ethnic, and educational backgrounds.

Ability to communicate both verbally and in writing, in a clear and precise manner in order to convey information as well obtains pertinent information.

Ability to perform complex work, paying close attention to detail to ensure accuracy, able to meet deadlines.

Must be able to work closely and cooperatively with the Health General Manager, Tribal Council, Department Directors and Supervisors, Finance Department Staff and the general public.

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to have a Bachelor's Degree in Business Administration or Human Resource Management OR equivalent Director level job related experience may be substituted for degree. Consideration will be given to a relevant combination of

education/experience equal to at least four (4) years. *(Must submit documentation with application).*

- **REQUIRED** to have at least five years of experience, *(in addition to the experience substituted in the first requirement)*, working in Human Resources which demonstrates progressively responsible management experience in the area of personnel, compensation, employee benefits plan and administration.
- **REQUIRED** to have five years of progressively responsible experience in an administrative capacity, including a minimum of five years of direct staff supervision; at least two years of experience must be directly managing programs.
- **REQUIRED** to have computer/word processor experience. Must be proficient with word processing, spreadsheet and database software programs.
- **REQUIRED** Strong personal and professional judgement, which are invaluable skills for a role that makes and recommends hiring decisions as well as in finding the best solution to organizational issues.
- **REQUIRED** to have excellent oral and written communication skills reflective of a professional organization; including ability to speak clearly and persuasively in both positive and negative situations.
- **REQUIRED** to be responsible, dependable, and maintain strict confidentiality of information.
- **REQUIRED** to have outstanding interpersonal skills, communicate with leadership, management, supervisors and all staff in general in order to create and administer policy.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept the responsibility of a **Mandatory Reporter** in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

Preferred Qualifications:

- Current Tribal Human Resource Professional (THRP) certification, through NNAHRA or other human resource certification (SHRM/HRCI)
- Preferred to have experience/knowledge of Tribal organizational structure and Tribal/Federal laws regulating employment.
- Previous experience in administration of employee benefit plans
- Previous experience in healthcare organizations

Indian Preference:

Indian and Tribal Preference will apply, as per policy. **(Must submit tribal documentation with application to qualify for Indian Preference).**

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603
Jobs@klamathtribalhealth.org

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application **will not** be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified **applicants who present proof of eligibility for “Indian Preference”**.

Applications will not be returned.

Employee Signature

Date

Supervisor Signature

Date