

**BENCO**  
**Director of People**  
**Job Description**

**PURPOSE**

The Director of People maintains employee relations and cultivates a culture that promotes productivity, creativity, innovation, and growth within Benco. They help improve the quality of the workplace environment and take a people-centric approach to their duties. The Director of People will assist with recruitment, orientation, hiring, retention, and exiting employees. They advise Benco admin and management on performance issues and corrective action; engage in conflict resolution; investigate employee concerns and misconduct complaints; advise on accommodations; works with the QAC to audit personnel policies, works with the Personnel Director to manage risk and compliance; and assists with other matters requiring advanced subject matter expertise in employment practices.

The Director of People establishes best practices and standard operating procedures for the core employee relation functions and ensures accountability for exceptional execution and responsive delivery consistent with the highest professional standards. They are expected to meet with Benco employees on a regular basis to ensure they feel connected, valued, are engaging in impactful work and are appreciated. This may include offering mentorship and coaching to employees, identifying appropriate resources, and helping connect them with those resources so that they feel supported and can perform their job duties at the high level that Benco expects. The Director of People will oversee Benco's relationship with Open Future Learning, the NADSP and FLS certification programs and work closely with the Office Manager, Behavior Specialist, Company Trainer, Residential Director, and Personnel Director.

**Director of People Responsibilities:**

- Proactively identify and report on trends impacting organizational risk, employee engagement, and turnover. Recommend policy and practice changes to improve trends and influence positive change.
- Provide ongoing feedback, accountability, mentorship, and coaching to employees on work-related issues while interpreting and applying organizational policies.
- Represent the company at job fairs and recruitment events.
- Maintain Benco's online and social media presence through website updates and updating the company's social media pages.
- Working in tandem with the Personnel Director on recruitment and retention initiatives. Participate in the recruitment, interview, onboarding, retention, and termination processes. Conduct exit interviews.
- Identify strategies to implement and guide toward resources to foster physical and emotional well-being in the workplace.
- Manage employee concerns, complaints, and undertake proactive problem-solving, conflict resolution, and connect employees to resources and tools applicable to their personal circumstance.

- Provide employee relations support to administrative staff, program leadership, and all other Benco employees.
- Perform employee background checks and verify employment information.
- Collect and analyze employee feedback and data. Use data to create strategies to enhance the employee experience and culture.
- Adhere to regulatory standards, employment law and equity-centered approaches.
- Provide direct supervision to company trainers.
- Oversee and facilitate implementation of new Benco programs as the organization grows in services.

### **Director of People Requirements & Skills:**

- Bachelor's Degree in human resources, business, organizational development, or related field.
- 3+ years of experience in human resources management and proven progressive leadership experience. SHRM or other certification preferred.
- Subject matter expert on employee relations topics with expertise in employee engagement, conflict resolution, performance management, DEIB, and more. Demonstrated knowledge of employment law and equity-centered and people-centered approaches.
- Proven ability to develop, train, and mentor talent (e.g., developing frontline workers and new managers who are early in their careers)
- Strong team player with a track record of building and maintaining relationships.
- Independent, resourceful problem-solver—when you encounter a problem, you step back and look for solutions, leveraging the information and people around you to make the best decision.
- Operate with a sense of urgency/a self-starter who thinks ahead.
- Outstanding written, verbal, and interpersonal communication skills and the ability to both influence and actively listen.
- Demonstrate excellent discretion, professionalism, confidentiality, and judgment paired with excellent organizational skills and attention to detail.
- A charismatic presence and a natural leader.

### **Director of People Reports to:**

- The Director of People reports to the Executive Director.