



## Chief Talent Officer

### Men's Shelter of Charlotte/Urban Ministry Center

Ending homelessness is a bold and complex undertaking. It requires heart, collaboration and resources. But when we dream big, amazing things happen. That's why, we are excited to announce that Urban Ministry Center and Men's Shelter of Charlotte are planning to join forces to become one organization in May 2019. The new organization will continue to provide all of the services we currently offer, and as one entity will increase our impact in finding and creating permanent housing solutions for the most vulnerable members of our community. We will combine our talent, services and leadership to elevate our quest to end homelessness in the Charlotte region and, as such, are seeking the critical role of **Chief Talent Officer** to join our leadership team reporting to Liz Clasen-Kelly, **CEO**.

### POSITION SUMMARY

As the keeper of people practices and culture, the Chief Talent Officer, will serve as an essential member of leadership team contributing as a strategic partner on all people related matters ensuring we have the right talent, systems, practices, policies and culture necessary to support the mission of **ending homelessness in our community**. Duties of this role will include, but are not limited to, overseeing and executing plans that align to the organizational strategy through employee communications and engagement, compensation development, benefits administration, talent acquisition, systems management, compliance, performance management, employee relations and professional development. The right candidate will have the ability to serve as a trusted advisor to employees and leadership at all levels, demonstrating confidentiality, resourcefulness, and impartiality.

### ESSENTIAL FUNCTIONS

- **Culture** As the guardian of the organization's culture this leader will develop and operationalize strategies fostering an environment that is mission-aligned, creative, performance driven, generative and well-regarded internally and externally. This includes developing and implementing strategies to support the advancement of diversity and inclusion into the organization's culture.
- **Leadership Advisor:** As a strategic partner and essential member of the leadership team, you will collaborate with leaders and contribute as a thought leader on all people related matters to ensure we have the right talent, systems, practices, and policies necessary to deliver against our mission to end homelessness.
- **Compliance:** Promoting positive employee relations throughout the organization by ensuring the development and implementation of consistent and equitable processes, providing guidance on best practices, identifying solutions and diffusing issues to mitigate risk while maintaining legal compliance.
- **Performance & Talent Management:** Design and implement core talent processes to drive performance throughout the organization, including onboarding, performance management, employee engagement, succession planning, leadership development, change management and off-boarding. Leading internal partnerships to ensure all employees consistently receive high-quality training, feedback, and professional development will be paramount to our success.
- **Talent Acquisition:** You will oversee the recruitment process by developing staffing strategies and implementing plans and programs to identify talent within and outside the organization for positions of responsibility. This includes identifying appropriate and effective external sources for candidates of all levels within the organization; leading the development of a recruiting and interviewing program; counseling managers on candidate selection; and conducting and analyzing exit interviews.
- **Total Rewards:** Overseeing the strategic direction, implementation and communication of our compensation and benefits programs is an important part of fostering our culture. This role is expected to maintain



competitive programs that enable the organization to attract, retain, and motivate employees, reinforcing our overall talent strategy and mission. It will be important to lead the development of appropriate systems for job classification including the development and implementation of position description criteria and requirements.

- **HR Systems:** You will support the evolution of HR information systems to ensure efficient and effective decision-making.
- **Budget:** This role bears accountability for directing the budget and any associated financial measures within HR.
- **Supervision:** Provide supervision to the human resource team that will assist in carrying out above responsibilities.

## EDUCATION, EXPERIENCE & SKILLS REQUIRED

- A minimum of seven years of progressively responsible experience in human resources ideally leading teams and programs in a growth/change oriented and mission-driven environment.
- Bachelor's Degree required
- PHR / SPHR certification preferred
- Experience in a Non-Profit environment preferred
- Demonstrated expertise in strategic HR management i. e. planning and policy, talent management, selection, compensation, benefits, training and staff development, employee relations, and performance management.
- Ability to translate strategy into plans and effectively drive successful cross-functional initiatives, setting direction, engaging multiple parties, executing outcomes, and communicating to key stakeholders.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Strong project management skills with the ability to prioritize and adjust based upon the changing needs of the organization.
- Up-to-date knowledge and understanding of regulations, industry trends, current practices, new developments, and applicable laws regarding human resources.
- Proficiency in business and human resources related computer applications, which may include talent management systems, time and attendance systems, etc.
- Excellent communication (both written and oral) and messaging skills with demonstrated ability to build relationships at all levels of an organization.

## EEO STATEMENT

Men's Shelter of Charlotte is an Equal Opportunity Employer. For more information about Men's Shelter of Charlotte please visit [www.MensShelterofCharlotte.org](http://www.MensShelterofCharlotte.org).

## TO APPLY:

Send your resume and cover letter to [Resumes@MensShelterofCharlotte.org](mailto:Resumes@MensShelterofCharlotte.org)

Note: while Men's Shelter of Charlotte and Urban Ministry Center are merging, this position will initially be hired to Men's Shelter of Charlotte, then transitioned to the new entity.