



VALLEY HEALTH TEAM

LIVE BETTER. VIVE MEJOR.

JOB DESCRIPTION

POSITION:	HUMAN RESOURCES GENERALIST
REPORTS TO:	DIRECTOR OF HUMAN RESOURCES
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	NON-EXEMPT

BASIC FUNCTIONS:

The Human Resources Generalist is responsible for coordinating the implementation of services, procedures, and programs as assigned by the Director of Human Resources. This position directly supports the Director of Human Resources, all VHT staff members, and the community by performing a wide variety of analytical, evaluative, and administrative duties. It is the function of this position to be the point person for the activities centralized around the recruitment and assist the Director of Human Resources in the ongoing development of a superior workforce for the health center.

DUTIES AND RESPONSIBILITIES:

1. Support the needs of the health center by providing personnel/employee relations support to all departments within Valley Health Team.
2. Support the goals of the corporation by assisting and advising health center managers about personnel and/or recruitment issues.
3. Manage the work of the HR team by pro-actively evaluating HR metrics and make recommendations to improve organization effectiveness to the Director of Human Resources.
4. Support and assist the Director of Human Resources with the facilitation of staff training and development.
5. Support the customer service goals of the corporation by providing information and answering questions and requests appropriately.
6. Prepare HR reports as designated by the Director of Human Resources by assembling and compiling data and running requested reports.
7. Support the needs of the HR department by presenting input on human relations issues as they occur and consult appropriately to the Director of Human Resources.
8. Conduct employment verifications (via phone and/or fax) within the established guidelines.
9. Plan, coordinate, and direct various HR projects and activities to support management in the delivery of services.
10. Support the recruitment process by handling high volume advertising, recruitment, and interview process, conduct reference checks, and screen applications and resumes per VHT policy.
11. Find candidates with bona fid qualifications for health center positions by anticipating recruitment strategies and interview process.
12. Work closely with supervisor and team to clearly establish wants and needs of position.
13. Plan and conduct recruitment and examination activities; analyze staffing requirements, employee market trends and applicant sources; develop publicity and advertisement campaigns; evaluates applications and related materials to match experience with specific job related requirements; administers examinations.
14. Coordinate with team and function as point person in the new hire process which includes: scheduling of drug screen/physical, conduct new employee orientation, etc.
15. Support the needs of the new hire by providing accurate and timely information along with new hire training schedule which includes orientation.
16. On a temporary basis, may be required to work at any satellite facility.
17. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.

18. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
19. Observe and practice all VHT Patient Experience Service Standards as outlined in “World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
20. Practice CICARE phone etiquette during all phone interactions.
21. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
22. Respect privacy and dignity of our patients, family members, visitors and co-workers.
23. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
24. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
25. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
26. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
27. Perform other related duties, which may be inclusive, but not listed in the job description.

MINIMUM QUALIFICATIONS:

1. Bachelor’s Degree in Business/Health Administration, Human Resources, or closely related field.
2. Certificate or Degree in HR preferred
3. Minimum two (2) plus years in Human Resources or Administrative office setting preferred
4. Healthcare experience in human resources and employee relations preferred
5. Prior experience working with a non-profit community health center a plus
6. Ability to learn and integrate new computer applications into existing HR functions
7. Demonstrated ability to recruit staff, including medical and dental providers
8. Extensive working knowledge of state/federal employment and labor laws
9. Must be computer literate and have working knowledge of MS Office Suite (e.g. Word, Excel, Access, Visio, etc.)
10. Be self-motivated and have the ability to prioritize work and meet deadlines
11. Modern office practices and procedures (including email)
12. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
13. Must demonstrate integrity, sound judgment and strong leadership skills
14. Maintain and enforce the highest level of quality standards and customer service
15. Ability to be flexible with work schedule and available to work at all site locations
16. Must have own transportation, valid California Driver’s License and current proof of automobile insurance coverage
17. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date