

Job Description

Title: Chief Human Resources Officer

Date of Issue: August 2018

POSITION SUMMARY: The Chief Human Resources Officer is a Senior Leadership position that provides overall direction and strategic planning for the Human Resources functions of the Group Health Cooperative of South Central Wisconsin. Duties include: overall planning, management and oversight of recruitment, staffing, learning and development, AA/EEO activities, employee health and safety, compensation and benefits, and employee relations. The incumbent provides oversight and counsel regarding compliance with Human Resources-related laws and regulations; and is responsible for the leadership and supervision of Human Resources department staff. Additionally, the incumbent provides supervision and guidance to the Community Care and Health Equity Manager who is responsible for the administration and coordination of GHC-SCW community cares and health equity programs and initiatives. The Chief Human Resources Officer works collaboratively with Senior Leadership and must have excellent communication skills with the ability to interact effectively throughout the organization.

The incumbent knows and abides by all Group Health Cooperative of South Central Wisconsin organizational and departmental policies, sets personal standards and strives for high quality work in completing assignments, performs job duties in a timely manner, and represents the organization in a positive manner. The incumbent understands our Mission, Vision and Common Values (stated below) and is committed to promote these values in behavior and attitude.

Our Mission Statement: To provide accessible, comprehensive, high quality healthcare and outstanding service in an efficient and personalized manner to persons in the GHC-SCW service area.

Our Vision: To be a leader among HMO's in providing high-quality medical care, impeccable service and competitive benefit levels and premium rates.

Our Common Values:

- **Patient Centered:** When health insurers and health care providers are brought together under one roof, we are **better together**. Our care team model focuses on supporting the needs of our patients/members and providing the best in safe, high quality coordinated health care. Members and their providers participate in making meaningful decisions that lead to better outcomes.
- **Quality Driven:** When members and their providers each participate meaningfully in the decisions that lead to better health care, we are **better together**. GHC-SCW continues its tradition of providing proactive health promotion and disease management outreach to our members to consistently achieve high quality health care accreditation.
- **Innovation:** When we work to lift each other up, show appreciation and collaborate in the best interests of the member, we are **better together**. GHC-SCW has made innovative advancements which include the implementation of an electronic medical records system (EMR) and GHC-SCW MyChartSM, access to innovative Complementary Medicine benefits and Wellness reimbursement services.
- **Community Involved:** When we join with our community to further the causes for which we share a common concern, we are **better together**. We are proud to promote programs that strengthen lives, and make our community a safer, stronger and healthier place to live and grow. GHC-SCW employees share their time and talent; and we recognize that the value of what we give is also what we gain – for our employees, our members and our community.
- **Not for Profit Cooperative:** When we share a common purpose, a common voice and a common vision, we are **better together**. We use our surpluses to improve clinics, enhance health care benefits and give back to the community. Our members, not our profits, are our priority. We have a unique “cooperative” governance structure which works directly for our members.

GHC-SCW is committed to fostering a caring and compassionate environment while ensuring that individual differences are valued. GHC-SCW is a quality driven cooperative built on collaboration, community involvement, innovation, and belonging. It is essential that all employees, members, and patients feel secure and welcome, that the opinions and contributions of all individuals are respected and that all voices are heard.

We believe:

Healthcare is a human right.
In treating all people with dignity and respect.
There is strength in diversity.
Equity celebrates our humanity.
We are better together.

Job Description

JOB SPECIFIC QUALIFICATIONS

1. Bachelor's degree from an accredited college or university in Business, Human Resources or relevant field required. Master's degree preferred.
2. Minimum of ten (10) years of progressively responsible experience in human resources, business or program administration including at least three (3) to five (5) years of management level experience required. Experience in a health care, health insurance or HMO setting strongly preferred.
3. Possession of a valid Wisconsin Driver license with a good driving record. Ability to provide own transportation to travel between sites as required.
4. Knowledge of Federal, State, and local laws and regulations impacting the human resource function required.
5. Knowledge of contemporary trends, issues, and standards of Human Resources is required.
6. Knowledge of the principles and practices of supervision and administration as applied to the management of personnel. Good supervisory skills required with ability to provide leadership to staff required.
7. Effective analytical ability to develop and analyze options, recommend solutions to and solve complex issues.
8. Strong commitment to the mission, vision, common values, and service standards of GHC-SCW.
9. Ability to implement change in a positive, sensitive, and forward- thinking manner.
10. Demonstrated commitment to quality and excellence.
11. Knowledge of and ability to use various computer programs such as Microsoft Office and programs/systems utilized in fiscal management including spreadsheet, word processing, database and presentation software. Knowledge of or ability to learn HRIS related systems and software.
12. Excellent communication skills both in written and verbal presentation with a communication style that fosters openness, trust, credibility and understanding. Effective listening skills required.
13. Excellent interpersonal and customer services skills required. Ability to develop and maintain positive working relationships with both internal and external stakeholders. Ability to establish and maintain working relationships, to work cooperatively, sensitively, and tactfully, and maintain composure and professionalism with all levels of staff and the general public required.
14. Ability to be culturally sensitive and work with diverse populations.
15. Ability to effect collaborative alliances, and promote and foster teamwork among the Senior Leadership team; and ability to mentor, provide leadership and teamwork among department managers and supervisors.
16. Ability to maintain organizational, personnel related and patient confidentiality required. Knowledge of or ability to learn HIPAA privacy requirements.
17. Ability to prioritize and organize a diverse workload required.
18. Ability to stand and sit intermittently required.
19. Ability to see at near, mid and far range required. Ability to speak and hear in person and on the telephone required.

SERVICE QUALIFICATIONS

- Ability to treat others with dignity, respect, and courtesy required.
- Ability to follow operating procedures and practices to ensure the highest level of patient/ member safety and care.
- Ability to maintain patient, employee, and proprietary confidentiality required.
- Ability to consistently meet or exceed customer expectations in performing own work required.
- Ability to use effective customer service techniques and effective interpersonal skills required.
- Ability to act professionally and remain calm in stressful situations required.
- Ability to communicate effectively in-person and in all forms of communication required.
- Ability to work and problem solve independently as well as an integral part of a team required.
- Ability to pay attention to detail required
- Ability to be flexible and adapt to changing situations required.
- Ability to adhere to punctuality/attendance standards required.
- Ability to practice and promote business, professional and personal ethical conduct.



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Job Description

STANDARDS OF SERVICE EXCELLENCE

Team Player – I am willing to contribute and collaborate in an open and honest manner for the benefit of my work group, my department, and the organization.

Positive Attitude – I use positive thinking at work. Thinking positively involves phrases such as “I can,” “I will,” “I am able,” “I am ready,” “I will try my best.”

Respectful – I respect our members/customers privacy. I am open to the views and issues of others. I respect my work group as we work together daily.

Dependable – I am a reliable and trustworthy source of information for my customers and co-workers. I strive to anticipate their needs, to be supportive, and to be available when needed.

Knowledgeable – I will remain current within my field, share my knowledge with others, and continuously look at ways to innovate and improve.

Helpful to Others – I build positive and professional relationships with customers and co-workers and make myself available to help others.

Flexible – I am willing to adapt to the changing needs of the organization and my team in response to new information, changing conditions, or unexpected obstacles.

Honest – I hold myself and others accountable to be truthful and straightforward even when it seems difficult. I practice and promote business, professional and personal ethical conduct.

SUPERVISED BY: President and Chief Executive Officer

ADDITIONAL ACCOUNTABILITIES: Board of Directors

- Provide reports and updates to the Board of Directors and per the committee calendars
- Attend and participate in Board meetings and other Board Committee meetings.
- Promote and provide leadership in attaining the goals of the GHC-SCW Strategic Plan.
- Chair the GHC Retirement Committee

SUPERVISES: HR Learning and Development Manager, HR Manager, Community Care and Health Equity Manager, HR Compensation Analyst, HR Generalist, HR Specialist, HR Assistant, Employee Health & Safety Specialist.

FLSA STATUS: Exempt

Job Description

ESSENTIAL DUTIES AND RESPONSIBILITIES

- 1. Establish objectives for the Human Resources department that are in concert with GHC-SCW's Strategic Plans. Provide direction for overall operation of the Human Resources functions for GHC-SCW. 20%**
 - a. Continually investigate, evaluate, develop, implement, and/or revise Human Resources policies and/or procedures.
 - b. Ensure GHC-SCW compliance with appropriate Human Resources policies, laws and regulations.
 - c. Apprise President and Chief Executive Officer and Senior Leaders of internal and external Human Resources related issues.
 - d. Design and implement new program initiatives in consultation with Senior Leadership.

- 2. Department Leader / Administrative Director. 15%**
 - a. Develop and implement policies and procedures affecting all aspects of departmental operations.
 - b. Represent the Human Resources department and additional assigned functional areas with external and internal stakeholders, organizations, the public, governmental entities, and community leaders.
 - c. Develop the departmental budget, monitor budget performance to ensure minimal variance and anticipate future needs and assure corrective action as needed.
 - d. Participate as needed in Board and Board committee reports.
 - e. Recruit, select, supervise, develop and evaluate all department direct reports.
 - f. Provide individual professional/personal support, mentoring, guidance and problem solving for assigned staff. Communicate responsibilities and expectations to HR staff.
 - g. Evaluate staff skills and performance, providing education and guidance as needed. Insure that appropriate training is given to all staff including new employee orientation, etc.
 - h. Conduct 6-month probationary and annual evaluations for assigned staff. Develop plan in conjunction with individual staff members to address performance areas that require growth.
 - i. Meet with direct reports and conduct regular staff meetings to insure effective communications and to promote teamwork, planning and communication.

- 3. Responsible for developing and monitoring the employee relations function and for the management of the leave programs of GHC-SCW. 10%**
 - a. Provide counsel to all levels of management relating to employee relations and disciplinary issues. Work with supervisors and staff on conflict resolution, fostering improved dialogue and concrete solutions. Oversee mediation sessions, with the goal of achieving prompt, fair, and mutually agreeable resolution for parties involved.
 - b. Provide opportunities for employees to discuss concerns confidentially.
 - c. Represent GHC-SCW at any related hearings or court appearances.
 - d. Investigate and resolve discrimination, harassment, or retaliation complaints.
 - e. Manage the leave programs of GHC-SCW including FMLA, disability and workers compensation.
 - f. Ensure that GHC-SCW is in full compliance with applicable laws and maintain a balance between providing appropriate coverage for employees while also limiting the impact of excessive absence costs.

Job Description

4. Responsible for design and management of the processes required to maintain GHC-SCW's compensation and benefits programs. 10%

- a. Design and monitor a compensation and benefits system that is competitive with the local market and provides hiring managers with a tool to attract and maintain quality staff.
- b. Maintain competitive data to strategically position GHC-SCW's programs in relation to local and regional competitors.
- c. Prepare the annual Physician and Non-Physician Pay Plans for approval by the Board of Directors.
- d. Monitor, evaluate, and revise the performance review program.
- e. Ensure complete and accurate job descriptions and job standards for all GHC-SCW positions.
- f. Ensure that GHC-SCW's retirement programs (Employer Funded Plan, 457B Plan and 403(b)) are administered, funded, and operated in accordance with ERISA and other applicable laws and regulations. This includes fiduciary responsibility for these programs.
- g. Work with Grant Thornton on annual audits for benefits and retirement plans.
- h. Complete materials for GHC 5500 and 990.
- i. Perform periodic job analyses and recommend changes to meet market needs.
- j. Perform periodic external review of Senior Leader and Provider compensation.

5. Responsible for oversight of the planning and delivery of a comprehensive learning and development program for all GHC-SCW employees. 10%

- a. In partnership with the Learning and Development Manager, ensure that information is collected regularly from all levels of management to determine continuing educational needs of all GHC-SCW employees.
- b. Ensure that GHC-SCW's learning and development team develop programs to provide comprehensive training for all new employees.
- c. Work with Learning and Development Manager to set priorities and develop new programs on an annual basis to meet GHC-SCW's strategic objectives.
- d. Provide direction and leadership of the monthly GHC Managers meeting.

6. Responsible for development and management of the employee staffing program. 10%

- a. Ensure adequate staffing for all GHC-SCW functional areas.
- b. Oversee the development and administration of recruitment and selection procedures and practices. Provide guidance and direction to HR staff.
- c. Monitor and evaluate recruitment and selection processes to ensure compliance with federal and state guidelines and mandates.
- d. Direct the development of the affirmative action plan and annual compliance report.
- e. Direct the planning, design and implementation of strategies to attract and retain physicians for GHC-SCW.

Job Description

7. Provide Oversight and Management of GHC Community Cares and Health Equity Programs. 10%

- a. Oversee and provide direction and guidance to the Community Cares and Health Equity Manager on GHC community service activities and programs including the relationship with the Madison Metropolitan School district (MMSD) and other community agencies and providers and the Health Access Project (HAP) for uninsured individuals and families.
- b. Oversee the GHC-SCW participation in internal and external programs and outreach activities in support of health equity and health literacy initiatives. Provide insight and feedback to the Community Cares and Health Equity Manager on program development and participation.
- c. Provide leadership and direction with all Dane County Community Care initiatives.
- d. Participate in evaluation of corporate community services and giving activities.
- e. Serve as a liaison to the Senior Leadership Team related to community service programs, community giving programs, and community outreach activities.
- f. Perform other duties as required.

8. Responsible for Employee Health, Safety, and the Employee Retention/Recognition Program. 5%

- a. Oversee Employee Health and Safety programs and initiatives, and the development and implementation of policies and procedures which ensure vigorous infection control/safety and meet NCQA, OSHA, Public Health, and CDC requirements.
- b. In collaboration with department staff, deliver a comprehensive Employee Wellness program.
- c. Provide direction to department staff in developing and implementing employee retention and recognition programs.

9. Participate in and contribute to the overall management of the Cooperative. 10%

- a. The Chief Human Resources Officer is a Senior Leadership position. Attend and participate in all senior leadership meetings.
- b. Provide collaboration, coordination, service and advice pertaining to GHC-SCW operational needs, strategic planning and overall organizational management. Provide input concerning strategies to meet the requirements of the competitive health care environment. Provide human resources input to management decisions and strategic planning.
- c. Provide human resources related reports to staff, as requested.
- d. Provide expert advice, strategy and guidance to GHC-SCW leadership regarding all human resources issues including the human resources related implications of major initiatives and plans.
- e. Establish departmental long- and short-term plans, including business goals and objectives.
- f. Establish and maintain successful relationships with community leaders and organizations, various governmental entities, the general public and other external and internal stakeholders.
- g. Recommend to GHC-SCW leadership, plans and strategies to enhance the image of the organization.

10. Perform all other duties as requested by the President and Chief Executive Officer.



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Job Description

GOALS

- Annually submits collective and individual Human Resources goals with defined standards and measures of success consistent with the organization's Strategic Plan.
- Provides an annual report of goal achievement performed by the Chief Human Resources Officer, which is incorporated in the President and Chief Executive Officer's Performance Report to the Board.

OTHER FUNCTIONS AND RESPONSIBILITIES

Provision of department/team support to maintain a pleasant work environment.

- Look for ways to support others in their work.
- Develop and maintain cooperative work relationships.
- Approach individuals directly regarding suggestions and concerns and provide constructive feedback.
- Attend and participate in department/team meetings.

Performance of other duties as assigned.

- Stay current with company, department and job-specific information necessary to perform job.
- Keep GHC-SCW's work environment clean and organized.
- Report suspicious, unethical or illegal conduct and cooperate with approved investigations and inspections.

Job Description

To comply with the Americans with Disabilities Act (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical and environmental conditions of the essential duties of the job. The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS:											
1. Check the frequency and number of hours a day the worker is required to do the following specific types of activities:											
ACTIVITY	FREQUENCY		APPROX # OF HOURS A DAY								
	CONTINUOUS	INTERMITTENT	1	2	3	4	5	6	7	8	8+
a. Sitting	x							x			
b. Walking		x	x								
c. Standing		x	x								
d. Bending		x	x								
e. Squatting		x	x								
f. Climbing		x	x								
g. Kneeling		x	x								
h. Twisting		x	x								
i. Lifting		x	x								

LIFTING	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	0-20 lbs.	20-30 lbs.	40-60 lbs.	Over 60 lbs.
2a. HAND MANIPULATION REQUIRED? <input checked="" type="checkbox"/> Yes (If yes, complete a,b,c,d,e) <input type="checkbox"/> No				
2b. Repetitive hand movements? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
2c. Simple Grasping?	Right Hand <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Left Hand <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
2d. Power Grasping?	Right Hand <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Left Hand <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
2e. Pushing Pulling?	Right Hand <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Left Hand <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
2f. Fine manipulation:	Right Hand <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Left Hand <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

Job Description

<p>3. (a) Does the job require worker to reach or work above the shoulder? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (b) Reaching at or below shoulder level? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Frequency: Occasional <input checked="" type="checkbox"/> Frequent <input type="checkbox"/> Constant <input type="checkbox"/>.</p>
<p>4. Does the job require use of his/her feet to operate foot controls or <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No for repetitive movement? Ability to operate a motor vehicle, or provide own personal transportation</p>
<p>5. Are there special visual or auditory requirements? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Describe: Works with computer monitor Ability to see near, mid and far range required. Ability to hear and communicate via telephone and in person.</p>
<p>WORK ENVIRONMENT: a. Does the employee work near moving mechanical parts; in high, precarious places; and in outside weather conditions? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. Is the employee exposed to fumes or airborne particles? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

<p>BIO-HAZARD EXPOSURE RISK: This position requires job related duties that may include exposure to biohazards such as blood, bodily fluids and tissues. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Job descriptions represent a general outline of job duties, functions, and qualifications. They are not intended to be comprehensive in nature. In addition, jobs evolve over time and therefore their description may not reflect the precise nature of the position at a given point in time.

To perform this job successfully, and incumbent must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Incumbent Name: _____

Effective Date: _____