

Director of Human Resources and Organizational Development

NATIONAL COUNCIL OF STATE BOARDS OF NURSING, INC.
(NCSBN)



The world leader in nursing regulatory knowledge

National Council of State Boards of Nursing (NCSBN) is an independent, not-for-profit organization through which nursing regulatory bodies act and counsel together on matters of common interest and concern affecting public health, safety and welfare, including the development of nursing licensure examinations.

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POSITION TITLE / BAND: Director of Human Resources and Organizational Development

STATUS: Full time / Exempt

REPORTING TO: Chief Operating Officer

LOCATION: Chicago, Illinois

ABOUT NCSBN

The National Council of State Boards of Nursing (NCSBN) is a not-for-profit membership organization whose membership includes the nursing regulatory bodies in the 50 US states, the District of Columbia, four U.S. territories, 9 Canadian Provinces, and 27 international jurisdictions.

Our mission empowers and supports nursing regulators in their mandate to protect the public. NCSBN promotes leadership, excellence and innovation in addressing local and global regulatory and healthcare challenges through strategic alliances and partnership with its members and other organizations, both public and private.

NCSBN is engaged in a transformative process to further advance its strategic direction and initiatives focusing on its mission to empower and support nursing regulators in their mandate to protect the public. The building blocks of achieving NCSBN's vision of leading regulatory excellence are encapsulated in the following four focusing concepts:

- Collaboration
- Performance Measures and Metrics
- Governance
- Data and Technology

These focusing concepts require NCSBN to gain and maintain individuals with key skills related to communication, change management, performance management, quality improvement, policy, board development, strategic partnering, data analytics, and economics.

POSITION SCOPE AND RESPONSIBILITIES

To support NCSBN's efforts toward being the global leader in regulatory excellence and in the context of this transformative process, NCSBN is seeking a leader who is an experienced professional to serve as its Director of Human Resources and Organizational Development. This new role will lead the organization's human resources activities, talent management, and employee engagement endeavors to promote and champion the organization's strategic and leadership development initiatives. In addition, this leader will exhibit an attitude and skill set as a "horizon" thinker, being proactive in thoughts and actions resulting in a culture that anticipates and is responsive to the organization's leadership and the needs of NCSBN members.

In collaboration with the Executive Leadership team, the Director of Human Resources and Organizational Development will be responsible for NCSBN's efforts to transform the organization's current model of working to an approach that leverages collaboration, teamwork, and leadership at all levels of the organization. This transformation will include promoting growth and development of team-based skills to support the concept of One NCSBN/One Mission. The Director of Human Resources and Organizational Development will focus on developing and maintaining a high quality workforce with the knowledge, skills and abilities to support NCSBN's vision and mission.

The Director of Human Resources and Organizational Development will be responsible for NCSBN's work across the following priority areas, including: (1) developing a highly skilled Human Resources department; (2) Staff Relations and Benefits, (3) Staff development; (4) Legal and Governmental Compliance; (5) Organizational Development.

Developing a Highly Skilled Human Resources and Organizational Development Department

- Overseeing of the design, and implementation of Human Resources and organizational development programs through initiation, monitoring administration to established standards and procedures, identifying opportunities for improvement and providing resolution of any discrepancies.
- Overseeing and managing the work of Human Resources staff. Providing opportunity and actively encouraging the ongoing development of Human Resources staff.

- Developing and monitoring the annual Human Resources budget.
- Collaborates with the Executive Leadership Team and legal counsel, to coordinate the organization's use of insurance brokers, insurance carriers, pension administrators, and other outside sources.
- Providing for continuous monitoring of all Human Resources policies, programs, and practices to ensure transparency and communication of new developments to NCSBN leadership and staff.
- Establishes departmental measurements that support the accomplishment of the organization's strategic goals
- Directing the preparation and maintenance of such reports as are necessary to carry out the functions of the department
- Preparing periodic reports for management, as necessary or requested, to track strategic goal organizational accomplishment.
- Developing and administering programs, procedures, and guidelines to help align the strategic goals of the organization.
- Participating in executive, management, and company staff meetings and attending other meetings and seminars as needed.
- Managing the development and maintenance of the Human Resources sections of the intranet/internet, particularly recruiting, culture, and company information.
- Utilizing human resources information software/technology to ensure efficiency and accuracy of the organization's record keeping and management are state of the art.

Staff Relations and Benefits.

- Formulating and recommending to the Executive Leadership team policies and objectives for the organization related to employee relations.
- Partnering with organization leadership to communicate Human Resources policies, procedures, programs and laws.
- Recommending and implementing employee relations practices necessary to establish a positive employer-employee relationship and promoting high level of employee morale and motivation focused on the strategic direction of the organization.
- Conducting investigations when staff complaints or concerns are brought forth.
- Advising and monitoring organization managers and supervisors in the application of the performance improvement process with non-performing employees.
- Reviewing supervisor's recommendations for staff termination and providing the CEO with guidance on recommended actions
- In collaboration with the Executive Leadership, establishing the organization's wage and salary structure and pay policies.
- Conducting market research to establish pay practices and pay bands that help to recruit and retain superior staff.
- Leading/conducting staff relations training.
- Recommending changes in benefits offered, especially new benefits aimed at staff retention.

Staff Development.

- Establishing and leading the standard recruiting and hiring practices/procedures necessary to recruit, hire, and maintain superior workforce.
- Defining human resources training programs. Providing necessary education and materials to managers and staff including workshops, manuals, staff handbooks, and necessary reporting.
- Leading the implementation of the performance management system that includes utilization of the current Trakstar system to identify performance/leadership development programs.
- Establishing a training system that addresses organizations training/education needs including skills gap analysis, new staff orientation/onboarding, management/leadership development, and the measurement of training impact.

Legal and Governmental Compliance

- Ensuring the organization is continually in compliance with all existing governmental/labor/legal requirements including any related to the Equal Employment Opportunity (EEO), the Americans With Disabilities Act (ADA), Family and Medical Leave Act (FMLA), Employee Retirement Income Security Act (ERISA), the Department of Labor, worker compensation, the Occupational Safety and Health Administration (OSHA), etc.
- Maintaining minimal organizational exposure to lawsuits related to human resources.
- Directing the preparation of information requested or required for compliance with laws. Approving all information submitted. Serving as the primary contact with the organization's legal counsel and outside government agencies on matters related to human resources.
- Protecting the interests of the organization and staff in accordance with the organization's human resources policies and governmental laws and regulations.
- Formulating and recommending Human Resources policies and objectives for the company related to employee relations.
- Determining and recommending employee relations practices necessary to establish a positive employer-employee

relationship and promote a high level of staff morale and motivation.

- Conducting investigations when employee complaints or concerns are brought forth.
- Monitoring and advising managers and supervisors in the implementation of a performance improvement process with non-performing employees.
- Providing guidance and recommendations to the CEO related to staff termination decisions.

Organizational Development

- Designing/Directing/Managing an organization-wide process that addresses issues such as succession planning, superior workforce development, key employee retention, organization design, change management, and strategic goals/initiatives
- Managing employee communication and feedback through such avenues as company meetings, suggestion programs, satisfaction surveys, staff focus groups, one-on-one meetings, etc.
- Evaluating the organization structure, job design, and personnel forecasting to provide the Executive Leadership with recommendations on improvements/enhancements that support the organizations strategic goals and staff retention efforts.
- Monitoring the organization's culture so that it supports the attainment of the organization's goals and promotes staff retention efforts.
- Leading a process of organization development that integrates the results of strategic planning throughout the organization.
- Keeps the CEO and the Executive Leadership informed of significant problems that jeopardize the achievement of organization's goals, and those that are not being addressed adequately at the line management level.

POSITION REQUIREMENTS

The ideal candidate will have a record of achievement in human resources, organizational development, talent management, and employee engagement. The ideal candidate will have knowledge of NCSBN's mission, vision and initiatives as well as the landscape of member, stakeholder, and staff engagement opportunities. Candidates should also possess knowledge and expertise of local and federal employment laws and compliance requirements. Candidates must be an experienced director who can lead a team while contributing to the overall success of the organization. The ideal candidate will be driven by NCSBN's mission, vision, organization, and strategic direction.

Desired experience includes:

- A Bachelor's degree in Human Resource Management, Organizational Development, Business Administration or a related field is required. A Master's degree in Human Resources Management, Organizational Development, Business Administration, Public Administration or a related field is preferred.
- A nationally-recognized human resource-related certification such as PHR (Professional in Human Resources), SPHR (Senior Professional in Human Resources), SHRM-CP (Society for Human Resource Management-Certified Professional), or SHRM-SCP (SHRM Senior Certified Professional) is preferred.
- At least ten years of human resources management experience demonstrating increased leadership responsibilities over time; experience should include most or all of the following areas: employee relations, classification and compensation, job analysis, design and evaluation, talent acquisition, retention, employment services, affirmative action, benefits administration, training and staff development, performance management, development of and application of policies and procedures, management of HRIS systems and records, employee engagement and communications, investigations, and management of a budget.
- Fiscal background and experience in managing compensation and benefit plans for an organization of 100 or more employees.
- Broad knowledge and experience in employment law, compensation, organizational planning, organization development, employee relations, and staff training/development.
- Excellent interpersonal, coaching and organizational development skills
- Demonstrated ability to lead and develop Human Resources staff members.
- Demonstrated ability to serve as a consultant to the Executive Leadership team that provides the organization's leadership and strategic direction.
- Demonstrated ability to interact effectively with the organizations Board of Directors.
- Excellent computer skills in Human Resources software as well as Microsoft Windows, Microsoft Excel and skills in database management and record keeping.
- Experience in the administration of benefits and compensation programs and other Human Resources programs.
- Evidence of the practice of a high level of confidentiality.
- Detail-oriented.
- Strong people skills.
- Excellent verbal and written communication skills.

- Excellent negotiation skills.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Ability to adapt to the needs of the organization and employees.
- Ability to prioritize tasks and to delegate them when appropriate.

Diversity and Inclusion – NCSBN is an equal opportunity employer and operates in a spirit of inclusion



Location

This position is based at the headquarters of the National Council of State Boards of Nursing (NCSBN) located at 111 E. Wacker Drive, Ste. 2900 in the beautiful city of Chicago, IL. As a multicultural city that thrives on the harmony and diversity of its neighborhoods, Chicago today embodies the values of America's heartland-integrity, hard work and community and reflects the ideals in the social fabric of its 77 distinct neighborhoods.

Contact Information

NCSBN has partnered with Spano Pratt Executive Search to identify the Director of Human Resources and Organizational Development. For a confidential conversation and to learn more about this opportunity please contact:

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