

DIRECTOR OF HUMAN RESOURCES

META HOUSE

MILWAUKEE, WISCONSIN



Meta House ends the generational cycle of addiction by healing women and strengthening families.

Meta House has partnered with Spano Pratt Executive Search to identify their new Director of Human Resources. For a confidential conversation and to learn more about this opportunity, please contact Lisa Maddox or Lindsey Kriete.

Spano Pratt Executive Search

Lisa Maddox, Executive Search Consultant
Lisa@spanopratt.com
(571) 215-7656

Lindsey Kriete, Practice Director
lkriete@spanopratt.com
(414) 234-9033

ORGANIZATION OVERVIEW

Meta House is a Milwaukee-based nonprofit founded in 1963 that provides gender-responsive, evidence-based treatment and recovery support for women experiencing substance-use disorders and related mental-health challenges. Its work centers on helping women achieve lasting recovery while strengthening their families through services that can include residential treatment, outpatient care, supportive recovery housing, counseling, and parenting and family support. Guided by its mission to end the generational cycle of addiction, Meta House restores stability, hope, and opportunity for women, children, and the wider community.

POSITION OVERVIEW

Meta House seeks a collaborative, forward-thinking Director of Human Resources to serve as a strategic and operational leader responsible for developing and executing the organization's people strategy. This role oversees all aspects of human resources including compliance, talent acquisition, employee relations, performance management, compensation and benefits, workforce planning, leadership development, organizational culture, and employee engagement.

The Director of HR will partner closely with leaders to ensure the organization has the talent, structure, systems, and culture necessary to achieve its mission and strategic objectives. The ideal candidate is an experienced HR leader with a strong business and operational mindset, capable of balancing employee advocacy with strategic workforce planning that will include right-sizing initiatives and change management efforts.

CORE RESPONSIBILITIES AS DIRECTOR OF HUMAN RESOURCES

Strategic HR Leadership

- Develop and implement a comprehensive HR strategy aligned with organizational goals and strategic plan
- Serve as a trusted advisor on workforce planning, design, succession planning, and talent management
- Assess current and future workforce needs and develop strategies to recruit, retain, and develop talent
- Lead HR initiatives that support organizational effectiveness, scalability, and long-term sustainability
- Generate workforce and human capital data to inform decision-making and organizational improvements
- Establish and monitor key performance indicators (KPIs) tied to quality, outcomes, and operational effectiveness related to human capital resources
- Prepare and present updates to executive team, Board of Directors, and others (both internally and externally) as needed

Organizational Development and Culture

- Lead efforts to strengthen and sustain a positive, mission-driven culture that aligns with organizational values and vision while reinforcing accountability, collaboration, and inclusion
- Design and implement continuous improvement initiatives related to employee engagement, retention, and satisfaction
- Create leadership development programs that build people leadership and management capabilities throughout the organization
- Partner with leadership to drive adoption of organizational changes associated with growth, restructuring, or strategic transformation

Talent Acquisition, Retention, and Separation

- Oversee recruitment, onboarding, and retention strategies including background and reference checks, enrolling employees into contract systems, and ongoing engagement
- Ensure hiring processes attract diverse, highly qualified candidates
- Collaborate to develop employer branding initiatives that strengthen the organization's reputation as an employer of choice
- Monitor turnover, retention, and other workforce metrics; implement improvement strategies to be responsive to same

Compliance and Risk Management

- Ensure compliance with federal, state, and local employment laws and regulations
- Maintain HR policies and procedures consistent with legal, regulatory, and contractual requirements
- Manage employment-related investigations and employee relations matters as necessary
- Partner with compliance and leadership teams to mitigate workforce-related risks

Employee Relations and Performance Management

- Design and implement organizational policies and procedures related to employee relations matters and performance improvement efforts including coaching leaders
- Ensure fair, consistent, and legally compliant employment practices
- Lead performance management systems that promote accountability, development, and high performance while maintaining organizational values and culture

Compensation, Benefits, and HR Operations

- Evaluate compensation structures and benefits programs to ensure competitiveness and fiscal responsibility
- Ensure effective administration of employee benefits, leave programs, and other HR services
- Oversee HR policies, procedures, systems, and records management
- Monitor workforce metrics and HR analytics to support informed decision-making
- Support gathering and presentation of information from department for audits

Workforce Planning and Development

- Evaluate organizational structure and staffing models to ensure efficient deployment of resources

- Lead workforce planning initiatives to support growth, service expansion, and changing organizational needs
- Provide recommendations regarding staffing levels, span of control, role clarity, and organizational effectiveness
- Support strategic hiring while identifying opportunities for greater operational efficiency and right-sizing when appropriate
- Establish and maintain succession plans for key leadership and operational positions
- Design and implement leadership trainings and oversee other employee development initiatives



Meta House is completing its transition from its longtime Riverwest facility at 2625 N. Weil Street to a new, expanded treatment campus at 535 N. 39th Street in Milwaukee. The new site will bring together comprehensive, gender-responsive treatment, recovery support, family services, and residential space for women and their children in a modern, welcoming setting.

QUALIFICATIONS & EXPERIENCE

- Bachelor's degree in Human Resources, Business Administration, Nonprofit Management, Organizational Leadership, Finance, or closely related field required (master's degree preferred)
- 8+ years of progressive HR experience, including senior-level leadership responsibility
- Minimum 5 years of management experience leading HR functions and supervising staff
- Demonstrated experience supporting organizational growth, restructuring, or workforce transformation
- Experience advising senior leadership on strategic workforce issues
- Experience developing and implementing culture and employee engagement initiatives

Preferred:

- Experience in healthcare, behavioral health, nonprofit, or human services organizations
- Experience leading organizational design and workforce planning initiatives
- Experience supporting multi-site operations
- Experience managing change during periods of significant growth or transformation
- Proficiency in HRIS systems, ADP Workforce Now preferred, and Microsoft Office Suite
- HR certification (e.g. SHRM-CP, SHRM-SCP, PHR, SPHR)
- Certified Change Management or Organizational Development credentials

COMPETENCIES & PERSONAL ATTRIBUTES FOR SUCCESS

Strategic HR Leadership and Organizational Acumen

- Strategic, forward-looking, and systems-oriented
- Able to move HR from reactive task management to proactive organizational partnership
- Comfortable building infrastructure, priorities, and an HR roadmap
- Skilled in workforce planning, succession planning, and organizational design
- Sound business judgment while maintaining a mission-first perspective
- Serves as a trusted thought partner to the CEO, senior leadership team, and Board of Directors
- Self-directed and able to establish priorities without close supervision
- Brings recommendations, decisions, and identified risks—not simply problems or options

Technical HR Expertise and Operational Discipline

- Deep, hands-on HR generalist expertise
- Strong command of employee relations, employment-law compliance, investigations, and documentation
- Demonstrated expertise in administering employee leave programs, including FMLA, ADA accommodations, and attendance-related matters
- Able to establish consistent, legally sound policies, SOPs, and handbook-review processes
- Skilled in performance management, corrective action, PIPs, termination processes, and unemployment matters
- Creates clear workflows, ownership, controls, and escalation protocols
- Knows when to seek external legal counsel or use resources such as MRA
- Ideally brings nonprofit, healthcare, behavioral health, human services, 24-hour staffing, or comparable workforce experience

Talent, Workforce, and Leadership Development

- Proven talent acquisition strategist with a track record of attracting top talent
- Focused on retention, first-year experience, employee engagement, and career longevity
- Able to define roles, clarify job descriptions, and strengthen onboarding
- Builds leader capabilities in coaching, feedback, accountability, performance conversations, and documentation
- Uses data to identify turnover patterns, staffing gaps, workload inequities, and retention risks
- Comfortable creating workforce metrics and reports for the Board of Directors

Change Leadership, Credibility, and Trust-Building

- High emotional intelligence combined with confidence and decisiveness
- Builds trust
- Neutral, fair, and credible—able to remain above internal dynamics
- Visible, approachable, and accessible
- Strong listener
- Clear, transparent communicator capable of explaining rationale behind decisions, when possible

COMPENSATION

Salary \$115,000 – \$140,000, commensurate with experience. Full-time, onsite role, with flexibility to occasionally work remotely. The position requires visibility and a presence to support onsite staff and regional office locations. Comprehensive benefit package.

LOCATION: MILWAUKEE, WI

This position is based at the headquarters in Milwaukee, Wisconsin, and the leader is expected to be on-site. Travel may be required for candidates from outside of Milwaukee during recruiting process. Occasional local travel part of role duties.



In Milwaukee, you'll find urban living and a Midwest ambience combined to provide an ideal work-life balance for modern living. Short commute times, big city amenities, diverse and affordable neighborhoods, below average cost of living, an abundance of natural resources and a nationally recognized education system all come together during an unprecedented time of opportunity and growth. The Milwaukee Region is made up of five counties in southeastern Wisconsin that have a combined population of nearly 1.8 million people.

Sitting on the southwest shore of Lake Michigan, there are numerous beaches with their related activities such as canoeing, paddle boarding, beach volleyball, yoga, sandcastle-making contests, and fishing. Beachfront as well as inland parks cover more than 15,000 acres of land allowing city dwellers to enjoy greenspaces. If you prefer to watch professional sports, Milwaukee is home to the MLB Brewers and NBA Bucks.

Milwaukee is known for its festivals and food scene. The largest festival is Summerfest, a two-week music festival, which brings in close to 900,000 people from across the country to hear their favorite artists and bands. The Milwaukee food scene continues to grow with more options for exotic taste buds and wild appetites from James Beard award winners to Food Halls.

Milwaukee is home to the famous Milwaukee Art Museum, the Milwaukee Public Museum, Discovery World, and The Betty Brinn Children's Museum. Milwaukee features an opera company, ballet, and a symphony. With over 15,000 theater seats, the Milwaukee Theater District ranks No. 1 in the United States for the highest number of theater seats per capita.

<http://www.metahouse.org>
<http://www.mmac.org>
<http://www.visitmilwaukee.org>

To be considered for this opportunity, please submit a cover letter and resume to:

Lisa Maddox, Executive Search Consultant -OR-
Lisa@spanopratt.com

Lindsey Kriete, Practice Director
lkriete@spanopratt.com

www.spanopratt.com