

Human Resources Coordinator

Anderson Valley Health Center, Inc. Job Description

EXEMPT: Yes

SUPERVISOR: Operations Manager

GOAL: Ensures a high level of employee morale and a staffing level that meets the needs of AVHC patients.

PRIMARY FUNCTION: Under the direction of the Executive Director, the Human Resources Coordinator enforces and recommends HR policies and programs for the entire organization. The major areas of responsibility are staffing, compensation, benefits, employee relations, performance management, and training and compliance. This position assists and advises the Executive Director, Chief Operations Officer and other Mid-Management staff on HR issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:	
1.	Arrange new employee orientation and training including benefits orientation
2.	Be aware of the current and future staffing needs of AVHC, and assist with developing creative recruitment options.
3.	Oversee and coordinate in-house/web job postings and recruitment contracts.
4.	Serve as the main point of contact with locum or permanent placement agencies to meet AVHCs staffing needs.
5.	Serve as a compliance officer ensuring that staff have a confidential person they can go to when raising compliance issues.
6.	Oversee the recruitment process from start to finish including the recruitment, interview and verification of references and licensure for all positions.
7.	Coordinate the Credentialing and Privileging for all licensed employees.
8.	Coordinate and process all employee paperwork, including contracts, new hire letter, health benefits, employment physical, etc.
9.	Ensure compliance with HRSA and state requirements: Monitor chart reviews, provider/staff license renewals and continuing medical education undertaken by staff.
10.	File appropriate employee claims paperwork, Disability, Workers Compensation, Unemployment, FMLA, COBRA etc. as needed.
11.	Be available to meet with employees and supervisory staff to address individual concerns, performance issues, etc., and offer support and assistance as needed.
OTHER ASSIGNED DUTIES:	
1.	Track compliance requirements (e.g. CPR and TB testing) of all employees and make sure that AVHC remains in compliance.
2.	Maintain and update personnel files and ensure that all files and employee documentation is treated with the strictest confidence.
3.	Maintain current records on employee performance reviews and anniversary dates.
4.	Conduct analysis' on employee benefits and suggest changes as needed.
5.	Maintain and modify as needed the AVHC Employee Handbook, job descriptions and other HR forms and documents.

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6.	Develop an annual training plan and oversee and coordinate/conduct mandatory trainings.
7.	Oversee and coordinate job description development and/or updates.
QUALIFICATIONS, KNOWLEDGE & ABILITIES:	
1.	Knowledge of employment and wage and hour laws, workers compensation, and benefits administration.
2.	Able to work independently with minimal supervision.
3.	Able to relate to and work with persons of all ages, social and ethnic backgrounds.
4.	Effective written and verbal communication skills.
5.	Excellent computer skills.
6.	Leadership skills and creativity in problem-solving.
7.	Strong organizational skills with good follow-through.
8.	Strict confidentiality relating to interactions with employees.
9.	Bachelor's Degree plus 3 years of work experience in the HR or management field.
10.	SPHR credential or equivalent certification, required.
11.	Must be skilled at evaluating inter-personal HR issues and finding resolution amongst all parties.
PHYSICAL REQUIREMENTS	
1.	Must be able to hear staff on the phone and those who are served in-person, and speak clearly in order to communicate information to clients and staff.
2.	Must be able to have vision which is adequate to read memos, a computer screen, registration forms and other clinic documents.
3.	Must have high manual dexterity.
4.	Must be willing to spend long hours in front of a computer.
CITIZENSHIP:	
PROFESSIONAL RESPONSIBILITY & COURTESY:	
1.	Understands and supports AVHC Mission Statement.
2.	Maintains knowledge and understanding of AVHC's Policy and Procedures.
3.	Represents organization in a professional and positive manner.
4.	Removes barriers for those who have difficulty dealing with systems and processes.
5.	Acts in a professional manner while performing duties listed in this job description and in accordance with the employee handbook.
6.	Attends meetings as required and/or requested.
7.	Adheres to all confidentiality policies.
8.	Establishes and maintains an effective working relationship with medical, dental, behavioral health, administrative and management staff, as well as community resource agencies.
9.	Understands and demonstrates age specific interactions.
10.	Seeks opportunity for professional growth.
11.	Adheres to work schedule, punctual.

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COMMUNICATION:	
1.	Asks appropriate questions when necessary.
2.	Communicates clearly in writing.
3.	Listens without judgment.
4.	Communicates with empathy and compassion to all patients and co-workers.
5.	Uses professional phone etiquette.

FLEXIBILITY/TEAM WORK:	
1.	Coordinates efforts with co-workers when needed.
2.	Works independently and responsibly with self-initiation.
3.	Accepts new tasks or relinquishes tasks when directed.
4.	Personal activity occurs during personal break periods.
5.	Organizes and prioritizes daily work related responsibilities.
6.	Observes and responds to co-workers' needs for support or assistance.

HEALTH AND SAFETY:	
1.	Respects work environment.
2.	Reports potential safety hazards.
3.	Understands and adheres to safety Policies and Procedures.
4.	Understands and adheres to infection control Policies and Procedures.
5.	Handles and operates Clinic equipment in a safe and responsible manner.

CUSTOMER SERVICE:	
1.	Demonstrates ability to answer patient inquiries and direct patient to appropriate resource within the Clinic.
2.	Shows and fosters respect and appreciation for each person whatever that person's background, race, age, gender, disability, values, lifestyle, perspectives or interests

SUPERVISOR: Operations Director

LINE OF PROMOTION: None

POSITION: Fulltime Part-time

Americans with Disabilities Act Statement:

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential position responsibilities as listed in this position description either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

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I accept and can perform the essential functions of this job, with or without reasonable accommodations.

SIGNED: _____ DATE: _____