Established in 1980, the Greater Lawrence Family Health Center, Inc. (GLFHC) is a multi-site, mission-driven, non-profit organization employing over 600 staff whose primary focus is providing the highest quality patient care to a culturally diverse population throughout the Merrimack Valley. Nationally recognized as a leader in community medicine (family practice, pediatrics, internal medicine, and geriatrics), GLFHC has clinical sites throughout the service area and is the sponsoring organization for the Lawrence Family Medicine Residency program.

Position Summary:

The HR Generalist works as a resource for employees and management at clinical sites serving as a consultant to management on Human Resource related issues. Successful HR Generalist will act as employee champion and change agent. The HR Generalist assesses and anticipates HR-related needs. Communicating needs proactively with our HR department and with business management, the HR Generalist seeks to develop integrated solutions. Formulates partnerships across the organization to deliver value added service to management and employees that further the mission of GLFHC.

Job Responsibilities and Performance Standards:

• Conduct weekly meetings with respective business units.

• Consult with line management providing HR guidance when appropriate.

• Analyze trends and metrics in partnership with HR group to develop solutions, programs and policies.

• Manage and resolve complex employee relations issues. Conduct effective, thorough and objective investigations.

• Maintain in-depth knowledge of legal requirements related to day-to-day management of employees, reducing legal risks and ensuring regulatory compliance.

• Provide day to day performance management guidance to line management (coaching, counseling, career development, disciplinary actions).

• Work closely with management and employees to improve work relationships, build morale, increase productivity and retention.

• Provide HR Policy guidance and interpretation.

• Coordinate new hires, promotions and transfers and other HR related matters as needed.

• Write job postings, posts positions on company website and various job boards, conduct candidate searches and liaise with staffing agencies, as needed.

• Develop, recommend and implement creative recruitment techniques to attract qualified candidates.

• Work closely with hiring managers to understand site-specific culture, workforce needs and implement improvements to staffing processes.

• Review resumes, conduct phone screens, coordinate and conduct interviews, check references and extend offers for all positions within the Health Center.

• Identify training needs for staff and assist in scheduling or planning for classes.

• Participate in evaluation and monitoring of success of training programs. Follow-up to ensure training objectives are met.

Experience/Qualifications

• Bilingual, English/Spanish strongly preferred.

• 3 – 5 years of the resolution of complex employee relation issues.

• Working knowledge of multiple human resource disciplines including compensation practices, organizational development, employee relations, diversity, performance management, federal and state employment laws.

• Relevant health care industry experience a plus.

• Excellent consulting skills.

• Strong conflict management skills.

• Strong interpersonal and negotiation skills.

• Excellent verbal and written communication skills.

• Proven ability to develop strong trusting relationships in order to gain support and achieve results.

• Effectively envision, develop, and implement new strategies to address competitive, complex employee issues.

• Manage HR needs for multiple clinical sites and/or departments in multiple locations.

• Manage multiple conflicting priorities.

• Be flexible and available to interact with employees at all levels.

• Be self-directed and motivated.

• Take initiative to identify and anticipate employee and managers needs and make recommendations for creative solutions.

Education

• Bachelor’s degree in business management or related field preferred.

• Professional in Human Resources (PHR) certification preferred.

Apply online: <https://re11.ultipro.com/GRE1019/jobboard/NewCandidateExt.aspx?__JobID=2766>