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**Latin American Youth Center/**

**Maryland Multicultural Centers**

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| Title: | Chief People & Culture Officer (CPCO) | Reports to: | President & CEO |
| Program: |  | Salary Range: | $ 130,000 - $140,000 |
| Location: | Primarily DC, will be required to travel to other locations (Silver Spring, Riverdale) for meetings and availability. | FLSA: | Exempt |

Latin American Youth Center/Maryland Multicultural Centers (LAYC/MMYC) is recruiting for its first Chief People & Culture Officer (CPCO). This newly created leadership role is intended to lead the organization into new and improved ways of working. Our workforce is the heart of everything we do, so we created this role to focus on three critical priorities:

* Building people-related processes, systems, and structures to enable the critical work of the LAYC
* Leading the way with the senior management team to forge a culture that supports sustainability, resilience and our deep value for diversity, equity & inclusion.
* Creating and stewarding a leadership framework to ensure that LAYC continually refreshes our capacity to engage our workforce, face into our challenges and achieve our aspirations.

The ideal candidate for this role will be a seasoned HR leader with significant generalist experience as well as expertise in Talent Management and/or Organizational Effectiveness. This person will have a strong HR generalist background with solid cultural change and coaching skills. We are looking for someone with a strategic mind who is willing to perform day-to-day HR Operations with “rolled up sleeves” and have regular interaction with staff at all levels across the organization.

**ABOUT THE ORGANIZATION**

LAYC/MMYC is an organization that makes a difference in our community. We invite you to join our talented staff and become a part of an organization that is known for its commitment to excellence, mission, and respect for youth. We value diversity as a strength, with 85% of our staff identifying as people of color. We prioritize recruiting and supporting staff who have shared life experiences as our youth.

**OUR MISSION**

LAYC/MMYC’s mission is to empower a diverse population of youth to achieve a successful transition to adulthood, through multicultural, comprehensive, and innovative programs that address youths' social, academic, and career needs. To achieve that mission, LAYC/MMYC provides services and opportunities to approximately 5,000 individuals annually to support academic achievement, promote healthy behaviors, and guide youth toward successful adulthood. LAYC/MMYC also conducts advocacy and public policy work to broaden opportunities for youth.

**COMPETITIVE BENEFITS**

In addition to a friendly work environment, we are pleased to offer the following benefits to our employees.

* Medical, dental, and vision plans with prescription coverage
* Employer-paid life insurance
* Voluntary long-term disability and supplemental life insurance
* Matching 401(k) program beginning at hire
* Ten days paid vacation leave per year, increasing to 20 with tenure, 12 days paid sick leave per year, 12 paid holidays per year
* Eight weeks paid parental leave, including adoption and foster care
* Health club discounts
* One to two days per week of telework for most positions
* Education Assistance

**JOB SUMMARY**

The CPCO provides strategic leadership for the human resources function including Talent Management, Equity & Inclusion, Organization Effectiveness (including culture, change, and transformation), Employee Relations, Workplace Policies and Practices, Compensation & Benefits, HRIS and Employee Communications. This position reports to the President & CEO and is a key member of the senior management team and will lead a team including the Recruitment Manager, HR assistant, and Equity and Inclusion Manager.

**ESSENTIAL RESPONSIBILITIES**

Lead LAYC/MMYC’s people-focused strategy

* Lead the design, implementation, and maintenance of the organization’s people and culture strategy.
* Work in partnership with the senior team to develop and implement organizational practices and programs that maximize employee performance, engagement, and retention, ensuring that human resources policies and programs are aligned with the mission of LAYC/MMYC and our strategic organizational objectives.
* Guide leadership and employee actions by researching, developing, communicating, and updating policies, procedures, and guidelines adhering to all applicable federal, state, local and specific regulatory compliance to minimize organizational risk. Ensure consistent application of policies and practices across the organization.
* Serve as a thought partner to the senior and leadership teams on organizational design and strategic recruitment and hiring of new staff.
* Maintain knowledge of industry trends and best practices in workplace/employee development and change management. Remain current on HR trends and legislation. Provide direction and training to leadership regarding interpretation and changes in employment and labor laws.
* In collaboration with the senior team, develop a total rewards strategy, including benefit and compensation programs that are competitive with the industry, enable the organization to attract and retain qualified staff, are internally equitable, aligned with the organization’s culture, and supported by the budget.

Manage the full cycle recruitment process including sourcing, interviewing, hiring and onboarding of LAYC/MMYC staff

* Devise and implement a proactive recruitment strategy that attracts high-quality staff members. Utilize key metrics to gain insight and adjust our recruitment strategy accordingly.
* In conjunction with leadership and managers, implement an inspiring and inclusive onboarding process for new employees that includes organization and department specific knowledge transfer and integration. Ensure continuous improvement of the onboarding process.

Direct activities and initiatives focused on performance management and staff development and learning

* Develop and direct all aspects of the performance management processes including expectations for staff and managers, ongoing feedback, regular performance evaluations, documentation of performance issues, and the development of performance improvement plans.
* Guide managers through any performance-related issues with team members.
* Appropriately investigate and resolve grievances and complaints.
* Assess organizational needs and identify and support opportunities for management and employee professional development and growth.
* Mentor managers on providing effective and meaningful coaching and professional development opportunities for staff.
* Identify and coordinate ongoing training for staff members, including annual compliance trainings (e.g. workplace safety, sexual harassment), skills-based training, DEI training, and other trainings as needed. Manage relationships with external consultants and vendors to provide such trainings.
* Monitor and evaluate the success of training programs, following up to ensure training objectives are met.

Support the building and maintenance of a strong, healthy organizational culture

* Regularly solicit input and collect, analyze and share metrics regarding organizational culture and employee satisfaction.
* Work closely with the senior management team and the Equity and Inclusion Manager to develop and implement an equity and inclusion strategy for the organization.
* Own initiatives focused on continuously improving organizational culture and employee engagement that is positive, inclusive, and consistent with the vision, mission, and values of LAYC/MMYC.
* Oversee employee recognition programming such as employee social activities, work anniversaries, birthdays and other milestones.

Manage Benefits and HRIS systems

* Negotiate benefits contracts and oversee open enrollment seasons for medical, dental, supplemental, and life/LTD insurance.
* Administer, troubleshoot, and optimize benefits programs.

Supervise General HR Operations

* Supervise the HR team in the execution of day-to-day operational HR functions.
* Continuously review, update, and enforce workplace policies and procedures.
* Conduct regular HR file audit to ensure updated and complete personnel files.

**EDUCATION & EXPERIENCE REQUIREMENTS**

* A Bachelor’s degree and 10+ years of experience in the HR field.
* SHRM or GPHR certification preferred.
* Experience in a high-growth, progressive organization
* Experienced supervisor
* Proficiency in Microsoft Word, Excel, ATS, HRIS, and payroll platforms

**SKILLS & QUALIFICATIONS**

* Complete criminal and child abuse/neglect clearances.
* Ability to work well and communicate with culturally diverse populations.
* LAYC/MMYC requires the COVID-19 vaccine of all its employees.  You will be asked to provide proof of vaccination at the time of your interview and at your onboarding.

**IDEAL ATTRIBUTES**

* Demonstrated HR functional leadership and subject matter expertise to effectively align resources to deliver results; strong organizational thinker who understands the importance of employee engagement and how to manage it.
* High emotional intelligence with the ability to bring the “people perspective” into the conversation for the senior team to consider; strong awareness of optics of decision-making with the ability to weigh and communicate risks and rewards.
* Process improvement orientation to encourage innovation and optimize LAYC/MMYC’s effectiveness and maximize investment of resources.
* Grounding in all aspects of contemporary HR principles and practices; current knowledge of employment law; excellent employee relations management skills.
* Deep appreciation and understanding of Diversity, Equity and Inclusion and how it intersects with our work.
* Well-developed empathy to deliver tough feedback with compassion; ability to challenge assumptions and conventional wisdom with specific, supported, reasoned proposals.
* Ability to hold people accountable and lead by example. Must be willing stand strong in the face of adversity to hold the organization’s leaders and people accountable for behaviors by holding an objective stance.
* Well-developed presence and impact to inspire confidence; strong communication skills including writing and presentation skills. Must be an excellent facilitator with deep listening skills.
* Ability to manage the healthy tension between a values-first approach and pragmatic organizational realities.
* Experience in designing, developing, and supporting organization-wide talent management programs that cover performance management, talent development and movement, coaching, talent and succession planning, and metrics.

**PHYSICAL REQUIREMENTS**

This is largely a sedentary position that requires the ability to speak, hear, see, and lift small objects up to 10 lbs. Requires the ability to travel locally and regionally.

LAYC/MMYC is an equal opportunity employer committed to providing opportunities without regard to age, race, color, pregnancy, national origin, religion, sex, gender identity, sexual orientation, disability, veteran status, or status within any other protected group.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

**TO APPLY**

Please send a cover letter and resume to the HR Consultant, ***hrconsultant@layc-dc.org***. Please include the title of the position in the email subject line.