

JOB OPENING

SERTOMA CENTRE, INC.
4343 West 123rd Street
Alsip, IL 60803

POSITION TITLE: Director Of Human Resources

POSITION REPORTS TO: Executive Director

POSITIONS SUPERVISED: Staff Training Coordinator/Safety Director, HR Office Manager, and HR Generalist

POSITION SUMMARY:

Support the continued growth and excellence of service in this dynamic non-profit organization in the Chicago south suburbs striving to provide opportunities that empower individuals with disabilities to achieve personal success. This position is a key member of the leadership team that develops the strategic plan, determines agency policy, and facilitates a positive performance based culture. The team assures the individuals we work with, their families, and their community are served with the highest level of respect, dignity, and quality of care to meet their unique needs. If you want "to be in the room where it happens," come join our Executive Management Team.

The **Director of Human Resources** is responsible for the oversight of Talent Management, Employee Relations, Compensation Planning, Compliance, and Organizational Safety. Networking and involvement in professional HR organizations is encouraged and supported. Staff members are also encouraged to continue skill development and education through our tuition program and paid external training. We offer a competitive salary, comprehensive benefits, eleven paid holidays, and generous paid time off.

Essential Functions

- Recruit and complete initial screening of prospective employees including: job advertisements/postings, reviewing applications and reference checks.
- Manage the personnel documentation system and assure timely and accurate completion and filing of documents to meet agency needs and comply with all applicable laws/regulations.
- Manage an employee evaluation system with individual employee goals which challenges employees to grow and improve their job performance; and, assure its consistent implementation.
- Work in conjunction with supervisors and managers to handle employee job performance issues and counseling of employees. Oversee and facilitate the resolution of employee grievances in accordance with agency policy.
- Responsible for the development and implementation of all employment policies and practices including regular review and revision of the *Employee Handbook*.
- Work in conjunction with the Associate Director of Finance and IT and other staff to determine employee raises and bonuses based on employees' performance, length of service, and other factors. Complete all calculations, reporting, and documentation to implement pay changes and report information to Payroll Department.
- Develop and administer all employee benefits including the systems, policies, procedures, and recordkeeping. Benefits included are: vacation, sick and other leaves; all insurance related to employment, cafeteria plan, 403B plans, etc.

QUALIFICATIONS:

- Bachelor's Degree from an accredited college in Human Resources, Business Administration, or related field required; Master's Degree preferred.
- Minimum of five years' experience in the field of human resources.
- Five years supervisory experience.
- Experience in the non-profit, disability services field preferred.
- Experience and proficiency with HRM, Time & Attendance, and Payroll software.
- Human resources professional certification by a recognized authority (SHRM, HRCI).
- Superior honesty and integrity.
- Ability to communicate with diverse populations with a broad spectrum of cultural backgrounds, educational levels, and technical knowledge.
- Excellent judgment.
- Effective messaging and negotiation skills.
- Ability to de-escalate stressful situations.

ONLY ONLINE APPLICATIONS WILL BE ACCEPTED

If interested, please apply online via our website, www.sertomacentre.org,
click on "Career Opportunities" and "Search Here."

JOB OPENING

SERTOMA CENTRE, INC.
4331 West Lincoln Highway, Suite E
Matteson, IL 60443

POSITION TITLE: Community Services Manager (Community Mental Health and Counseling)

POSITION REPORTS TO: Director of Community Mental Health and Counseling

POSITIONS SUPERVISED: Crisis Services Supervisor
Linkage and Outreach Supervisor
Community Services Clinical Supervisor
Community Support Team Manager
Housing Administrator (Colbert QA)

POSITION SUMMARY:

Do you like to lead others to success while making a difference in the community and the lives of others? Do you believe in providing support and education to enable people with mental illness to participate in the recovery process? Do you like a team based environment that offers opportunity to learn and grow? Do you like working in the community building positive working relationships?

If so, our Community Services Manager position might be perfect for you!

The Community Services Manager provides leadership to staff involved in the provision of Crisis Assessment, Linkage and Outreach Services, as well as the Community Support Team(s) and is responsible for building positive working relationships with hospitals, partner agencies, and community resources to support the smooth linkage and transition of services for individuals served.

QUALIFICATIONS:

- LCPC or LCSW strongly preferred. Master's Degree in a Human Services field required. Previous supervisory experience.
- Minimum of two years of experience working with individuals with severe mental illness with an understanding of the recovery model.
- Minimum of one year's experience in crisis assessments, linkage, and/or outreach to individuals with psychiatric disorders.
- Experience with mental health services community resources networking.
- Experience with Medicaid Rule 132 documentation and billing preferred.
- Must be willing to work evenings/weekend hours as necessary and be on call to respond to emergencies.
- Valid Illinois driver's license and documentation of current auto insurance, with a good driving record and car available.

POSITION RESPONSIBILITIES:

- Provide training, leadership, and administrative supervision.
- Ensure provision of evidenced based, effective, and clinically appropriate direct services to individuals referred to crisis services.
- Provide quality assurance of all required documentation ensuring compliance with Sertoma policy, Rule 132, Attachment B, payers, and accreditation bodies.
- Manage administrative needs of all the community based services (i.e., CST, Linkage and Outreach, Crisis).
- Through the team approach, ensure the development of procedures and process flows for services, communication, and documentation for all community based services.
- Develop and maintain referral partnerships.
- Develop and maintain accurate data tracking and monitor goals, outcomes, and generate reports deemed necessary by payers and agency.
- Maintain a working knowledge of the process to obtain Medicaid benefits and oversee the entry of all Medicaid billable services.
- Attend and participate in networking and resource events.
- Promote awareness of mental health, both internally and externally.
- Function as an advocate ensuring protection of an individual's rights.
- Create budgeted revenue, goals, and outcomes for programs.
- Monitor and manage staff productivity.
- Develop and implement grants (includes grant writing).
- Perform other duties, as assigned.

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