

Team Member Experience Partner (HR Business Partner)

Location:	Frederick, Maryland
Department:	People & Culture
Posted:	05/02/2024
Location Name:	Frederick County
Wage Max:	89,000.00 Annual
Wage Min:	71,100.00 Annual
Position Type:	Full Time
Shift:	Monday - Friday

SCI Summary: SCI supports people with disabilities, behavioral challenges, medically complex needs, transitioning youth, the elderly, and other populations using Maryland Department of Health's Targeted Case Management and Supports Planning work models as well as a concierge level geriatric care management and care partner model.

Position Summary: The Team Member Experience Partner will primarily be responsible for performing daily functions for the People and Culture Department. This role will be heavily involved in most aspects of the Team Member Experience, including Team Member relations and investigations, performance management, onboarding, offboarding, compliance, and other People and Culture related initiatives. The Team Member Experience Partner will engage in cross-functional People and Culture duties and contribute to the organizational goals and objectives of the department.

SCI Team Member Expectations: All SCI team members are expected to: Ensure services provided follow the organization's mission statement, core operating values and policies and procedures. follow HIPAA, confidentiality and security procedures and principles; collaborate with peers, leadership, and support areas of the organization; actively participate in and contribute to leadership and other staff meetings and trainings; maintains compliance with federal, state, and local employment laws and regulations; follow self-direction and person-centered planning procedures and philosophy; and to foster a culture that values diversity.

Essential Duties:

- Partner with TME Manager(s) and SCI leaders and their teams to execute People and Culture strategies and activities that foster growth, innovation, and organizational effectiveness. This includes assisting and collaborating on the design and implementation of programs, processes, and tools to help set managers and Team Members up for success.
- Assist TME Manager with partnering and coaching leaders and Team Members on ensuring fairness and consistency.
- Work closely with all Team Members to drive and sustain culture initiatives that focus on engaged Team Members, positive work environment, organizational effectiveness, and retention.
- Assist TME Manager with coaching leadership in conversations regarding career growth, performance management, compensation, and other conditions of employment.
- Serve as backup support with the onboarding process.
- Assist in maintenance and communication of SCI's People and Culture policies and procedures, including the Team Member handbook.
- Assist Team Members and leadership to answer questions or concerns regarding organization policies, practices, and procedures.
- Under the direction of the TME Manager, successfully coach and counsel leaders supporting positive Team Member relations.
- Collaborate with the People and Culture team to champion an environment where we can inspire and develop all people to do their best work.
- Assist the TME Manager in developing and delivering along with the SCI leadership disciplinary actions and performance improvement plans (PIPs), as required.
- Proactively identify opportunities and assess improvements to the Team Member's experience and collaboratively develop and implement innovative and effective solutions.
- Under the direction of the TME Manager, assist with talent acquisition, training, performance management, manager capability, and compliance concerns.
- Perform other People and Culture related duties and special projects as assigned.
- Identify legal requirements and government reporting regulations and maintain current knowledge of laws and regulations that pertain to HR (e.g., OSHA, EEO, ERISA, FMLA and Wage and Hour). Handle the preparation of information requested or required for compliance.

Supervisory Duties:

- None

Education Required:

- Bachelor's degree in Human Resources, Psychology, Business Administration/Management or related field

Experience Required:

- Minimum 3 years of experience in various facets of People and Culture (employee relations, performance management, onboarding, offboarding, compliance, compensation, benefits, etc.)
- Solid knowledge of local labor laws and compliance requirements
- Experience interpreting data, diagnosing issues, and making business recommendations.
- Strong written and verbal communication skills

- Experience with process improvement and policy development
- Minimum 1 year of experience with investigations

SCI Value Related Competencies:

- **People Come First** (Customer Focus): Thinks and acts with people we support in mind when making decisions. Dedicated to meeting the expectations and requirements of internal and external shareholders, uses information and feedback to improve services.
- **Building Relationships and Connections:** Interpersonal savvy. Relates to all kinds of people. Builds appropriate rapport, uses diplomacy and tact, diffuses high-tension situations comfortably. Establishes and maintains meaningful connections within the community and the organization (internal and external stakeholders)
- **Education** (Informing Others): Quickly finds common ground to solve problems. Is seen as a cooperative team player. Provides coaching and mentoring to team members. Consistent communicator, provides team members with the tools they need to perform their jobs in a timely manner. Explores all available options to make the best decision for internal and external holders
- **Diversity:** Values, appreciates and honors the ways in which cultural differences can create value in organizations. Is service oriented: Demonstrates a commitment to the philosophies for services and the goal of independence for the people we serve. Raises awareness in communities to appreciate the similarities and unique gifts of each person. Interacts with all kinds of team members equitably, deals effectively with all races, nationalities, cultures, disabilities, ages, and genders, supports equal and fair treatment and opportunity for all.
- **Driving Solutions** (Perseverance): Pursues all initiatives with energy, drive, and the goal to succeed.

Job Specific Competencies:

- **Action Oriented:** Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
- **Being Resilient:** Rebounding from setbacks and adversity when facing difficult situations
- **Builds Networks:** Effectively building formal and informal relationship networks inside and outside the organization
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives
- **Communicates Effectively:** Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
- **Courage:** Stepping up to address difficult issues, saying what needs to be said
- **Nimble Learning:** Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder
- **Customer Focus:** Building strong customer relationships and delivering customer-centric solutions
- **Decision Quality:** Making good and timely decisions that keep the organization moving forward
- **Demonstrates Self-Awareness:** Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
- **Drives Results:** Consistently achieving results, even under tough circumstances
- **Ensures Accountability:** Holding self and others accountable to meet commitments

- Instills Trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity
- Interpersonal Savvy: Relating openly and comfortably with diverse groups of people
- Manages Conflict: Handling conflict situations effectively, with a minimum of noise
- Optimizes Work Processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
- Persuades: Using compelling arguments to gain the support and commitment of others
- Resourcefulness: Securing and deploying resources effectively and efficiently
- Self-Development: Actively seeking new ways to grow and be challenged using both formal and informal development channels
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization

Physical Demands: Generally, presents standard office environment. Must be able to remain in a stationary position >95% of the time. Continually operates a computer, keyboard and mouse, and other office productivity machinery, such as a calculator, copy machine, printer, and mobile Smartphone device. Constantly positions self to comfortably maintain computer equipment. May occasionally be required to move about in an office setting or position office equipment weighing between 10-25 pounds. Vision abilities required by this job include close vision. Ability to operate a motor vehicle. The person in this position frequently communicates with other people. Must be able to exchange accurate information in these situations.

IT Roles must be able to position self to maintain computers and equipment, including under desks and in server room(s). Frequently moves equipment weighing up to 50 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. This job description is subject to change at any time.

Disclaimer: The recruitment process is approved by Service Coordination Inc.'s Recruitment Committee and subject to change based on business needs.

In recognition of the continuing COVID-19 pandemic, Service Coordination Inc (SCI) is committed to maintaining a safe and healthy workplace. Because of this, SCI is requiring all new hires to be fully vaccinated. New hires will be required to provide proof of vaccination status as part of the on-boarding process. SCI provides reasonable accommodations, absent undue hardship, for medical reasons under ADA and for employees with sincerely held religious beliefs, observances, or practices that conflict with getting vaccinated. You may request reasonable accommodation or other exemption to Sonji Ashford at sashford@sc-inc.org.

Service Coordination is an equal opportunity employer and committed to the full inclusion of all qualified individuals. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, hair texture or protected hairstyle, veteran status, or genetic information. Service Coordination is also committed to providing equal opportunity and access to individuals with disabilities by ensuring reasonable accommodations are provided to participants in the job application or interview process. To request a reasonable accommodation, contact Kathryn Eckert at kathryn.eckert@sc-inc.org or 410-218-5581.

SCI does not sponsor for immigration, including for H-1B, TN, and other non-immigrant visas, for this role.