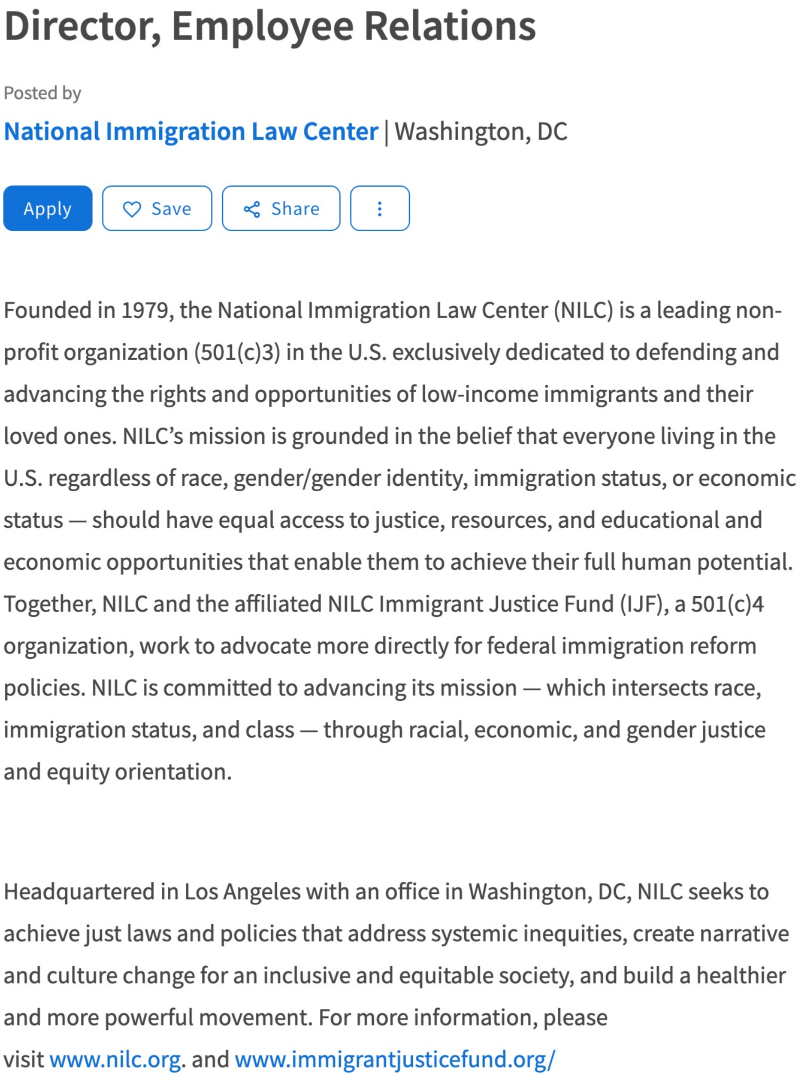

Director, Employee Relations

Posted by

National Immigration Law Center | Washington, DC

Founded in 1979, the National Immigration Law Center (NILC) is a leading non-profit organization (501(c)3) in the U.S. exclusively dedicated to defending and advancing the rights and opportunities of low-income immigrants and their loved ones. NILC’s mission is grounded in the belief that everyone living in the U.S. regardless of race, gender/gender identity, immigration status, or economic status — should have equal access to justice, resources, and educational and economic opportunities that enable them to achieve their full human potential. Together, NILC and the affiliated NILC Immigrant Justice Fund (IJF), a 501(c)4 organization, work to advocate more directly for federal immigration reform policies. NILC is committed to advancing its mission — which intersects race, immigration status, and class — through racial, economic, and gender justice and equity orientation.

Headquartered in Los Angeles with an office in Washington, DC, NILC seeks to achieve just laws and policies that address systemic inequities, create narrative and culture change for an inclusive and equitable society, and build a healthier and more powerful movement. For more information, please visit www.nilc.org. and www.immigrantjusticefund.org/

NILC is at an exciting moment in its organizational trajectory, supporting our five-year strategic framework and scaling the organization and its work through influencing systems, policy advocacy at the federal and state levels, engaging in movement and power building, and narrative and culture strategies in addition to continuous improvements to our operational model. We are looking for entrepreneurial, results-driven, relationship builders who are committed to NILC's mission and values of racial justice & equity, valuing diversity, fostering partnerships & collaboration, encouraging respect & personal well-being, and striving for transparency, integrity, and honesty.

About the Position

The Director, Employee Relations (the Director) supports the Vice President, Human resources to create the vision and strategy for human resources at NILC. The Director oversees the implementation, communication, and administration of this vision and strategy in all areas related to employee relations including implementation of diversity, equity, and inclusion best practices, employee relations initiatives and grievances, and collective bargaining agreement compliance. This role drives the evaluation and implementation of best practices in employee relations by exercising data-driven decision making rooted in diversity, equity, inclusion, justice, and belonging (DEIJB) best practices. The Director is a subject matter expert in organizational development for NILC, and partners with leaders and staff at all levels (particularly Vice Presidents and Directors) to handle employee relations issues as they arise, coach people managers, and create an environment that is rooted in equity, relationship building, conflict transformation/management, and innovative change management practices to strengthen the collective work of NILC and NILC IJF in defending and advancing the rights and opportunities of low-income immigrants and their loved ones.

This role is not a member of the Bargaining Unit.

Specific Position Responsibilities

- In collaboration with VP, Human Resources and the Director, People Operations and Director, Employee Experience, develop and implement a strategic HR plan to promote behaviors, culture, and competencies needed to achieve organizational mission and goals.
- Recommend, pilot, implement, and evaluate new approaches, policies, and procedures to effect continuous improvement for organization-wide efficiency and effectiveness.
- Supports a growing culture of feedback within the organization by collaborating with the Director, Employee Experience in implementing ongoing communication loops, including employee surveys, focus groups, and other feedback opportunities.
- Provides leadership in navigating and resolving internal organizational conflict(s) including identifying conflict trends and considering power dynamics related to identity and positional authority to support organizational change.
- Provides coaching and leadership through a wide variety of employee relations issues, ensuring objectivity and confidentiality.
- Meets regularly with employees and supervisors to provide guidance and coaching on organizational culture matters including listening to

employees, acting on feedback, and communicating results.

- Partners with the Director, Racial Equity and Inclusion and the Racial Justice Initiative (internal team) to ensure all HR initiatives are in line with DEIJB values, principles, and initiatives.
- Acts as a thought partner to leaders of all levels, particularly Vice Presidents, regarding employee relations issues, educating on best practices and creating feedback loops for supervisors.
- Provide coaching, role-modeling, support, and reassurance to managers as they deal with staff concerns including introducing alternate options and providing guidance on dealing with ambiguity as necessary to effectively manage difficult conversations.
- Partners with the Management Committee and other relevant stakeholders to ensure compliance with any union-related agreements including collective bargaining agreements, advising on matters related to the administration of such contracts or employee discipline or grievance procedures.
- Facilitates offboarding and exit interviews, identifying trends to shape organizational culture.
- Conduct fair, thorough, and reasonable investigations as needed and deliver informed recommendations that interpret and review policies, procedures, and observations under the lens of a legal and compliant environment.
- Enhance job satisfaction among employees by working to resolve issues promptly and fairly.
- May be a part of a larger cross functional project using the MOCHA framework/methodology

Supervisory Responsibilities

- Recruits, interviews, hires, and trains staff.
- Oversees the daily workflow of direct reports.
- Acts as a coach and mentor including providing constructive and timely feedback to foster a collaborative environment that develops strengths, improves weaknesses, and encourages creative problem-solving.
- Actively manages direct and indirect reports using applicable performance management software including documenting regular check-ins, goal progress, and any other relevant information in the system for performance and coaching purposes.
- Handles discipline and termination of employees in accordance with organizational policy.
- Directly manages 1 employee, with possibility for additional staff.
- Manages outside consultants, third party administrators, and vendors.

Shared Organization Responsibilities

- Champions NILC & IJF's mission of advancing the rights of immigrants with low income by demonstrating a commitment to human rights, and racial, economic, and social justice
- Attends and actively participates in NILC meetings at the organization, department, project, and individual level
- Develops relationships and supports NILC and IJF colleagues across all teams, recognizing that each individual brings a unique background and perspective to the work and assuming good intent from each other.
- Follows through on commitments acting with a clear sense of ownership individually and collectively by taking personal responsibility for decisions, actions, and failures, establishing clear responsibilities and

processes for monitoring work and measuring results, and designing feedback loops into work.

- Learns quickly when facing new situations by experimenting to find fresh solutions, taking on the challenge of unfamiliar tasks, and extracting lessons learned from failures and mistakes.
- Acts with integrity by following through on commitments, being direct and truthful, keeping confidence, and showing consistency between words and actions.
- Commits to centering NILC's values of racial justice & equity, valuing diversity, fostering partnerships & collaboration, encouraging respect & personal well-being, and striving for transparency, integrity, and honesty in all decisions and actions
- In recognition of the fluidity of the work and ecosystem that NILC operates in, other duties may be assigned depending on organizational need.

What We're Looking for in This Role

- Commitment to NILC & IJF's mission of advancing the rights of immigrants with low income and a demonstrated commitment to human rights, racial, economic and social justice, and equity, diversity, inclusion, and justice for all.
- Collaborative, proactive, and action oriented working style with a strong service mentality promoting mutual accountability and inspiriting trust and confidence from colleagues, other NILC team members, and NILC leaders alike.
- Demonstrates sound judgement in decision-making, high integrity, and utmost respect for confidentiality.
- Excellent verbal and written communication skills: ability to read,

analyze, and interpret as well as draft documents such as reports, correspondence, and presentations for various audiences.

- Self-starter with a strong strategic ability to move daily tasks forward in alignment with NILC's broader organizational needs and goals.
- Ability to influence key stakeholders including developing and maintaining positive relationships with employees, managers, senior leadership, and other stakeholders and reflect an understanding of group dynamics.
- Gains the confidence and trust of others through honesty, integrity, and authenticity by following through on agreements and commitments despite competing priorities and by being honest and straightforward.
- Adapts approach and demeanor in real time to match the shifting demands of different situations including acting as a role model for adaptability, adeptly shifting approaches and helping others do the same, and being both persistent and flexibly as needed to help other adapt swiftly to new situations.
- Handles conflict situations effectively, with a minimum of noise, anticipating potential conflicts and addressing them early, swiftly addressing behaviors leading to destructive conflict, giving guidance on how to handle these situations more successfully, and building greater understanding and appreciation despite conflict.
- Recognizes each team member's unique background and perspective to achieve team goals in a positive and motivating working environment.
- Develops team through coaching, feedback, exposure and stretch assignments.
- An inclusive management style that places deep value on diverse perspectives and emphasizes the development and growth of team members and encourages learning and continued improvement.

Qualifications Required

- Bachelor’s degree in Human Resources, Business Administration, or related field and experience.
- At least 10 years of human resource management experience required, with at least four years of management experience.
- Thorough understanding of unions, collective bargaining agreements, and negotiation.
- Experience with HR or similar positions (i.e. org development, leadership coaching, supervising employees, conflict resolution, etc.) and knowledge of state and federal compliance.
- Demonstrated ability to build trusting, reciprocal relationships; collaborate across multiple perspectives and power dynamics; and provide guidance and coaching to staff on matters such as org culture, leadership development, conflict management, and supervising others.
- Demonstrated ability to adapt to changing priorities, strategies, and circumstances.
- Proficiency with in-office and virtual environments and software such as MS Office, data analytics, internet research, databases, and virtual collaboration tools.

Preferred Qualifications

- Master’s degree or law degree in Human Resources, Business Administration, or related field strongly preferred.
- Non-profit sector or social justice organization experience preferred.
- SHRM-SCP or SPHR preferred.
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- At NILC, we know that talented people may have different backgrounds or experiences, and if your education and experience doesn't exactly align with the above that's okay! NILC believes that diversity in all dimensions of the organization supports and bolsters the innovative thinking essential to its success and is committed to providing equal employment opportunity to all qualified applicants. NILC's goal is for our people to reflect the communities in which we live and serve and to ensure representation of people of color, women, veterans, and individuals with disabilities in our organization. We encourage you to apply and let us know in your cover letter why you are qualified and the right fit for this role and NILC.

Work Environment

- Location & Travel:
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- All staff are currently working remotely, and all travel is limited due to the COVID-19 PANDEMIC. Post pandemic, up to 10-20% of overnight interstate travel may be required; travel is typically quarterly to the NILC Washington, DC office or another location within the US for 3-5 nights.

Compensation:

- NILC's compensation philosophy is to pay competitively in the nonprofit sector and ensure equity across the organization. The salary range for this role is $128,800-$161,000 per year. Compensation for the role will depend on several factors including qualifications, skills, competencies, and experience. Please submit an updated resume and cover letter.