

Staff Retention and Human Resources Coordinator Tompkins County

Department: Mental Health Department

Classification: Competitive

Labor Grade: WC 16

Approved: HB 4/2023

By: HB Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree or higher AND two (2) years of professional level work experience, or its part time equivalent, in Personnel or Civil Service Administration, Employer/Employee Relations, Training or Job Development, Personnel Counseling or Placement, or a related field; OR

B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree or higher AND four (4) years of professional level work experience, or its part time equivalent, Personnel or Civil Service Administration, Employer/Employee Relations, Training or Job Development, Personnel Counseling or Placement, or a related field; OR

C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of paraprofessional or professional level work experience, or its part time equivalent, at least two (2) years of which have been in a professional level capacity in Personnel or Civil Service Administration, Employer/Employee Relations, Training or Job Development, Personnel Counseling or Placement, or a related field; OR

D. Any combination of training and experience equivalent to (or greater than) that specified above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS

This position involves responsibility for coordinating a comprehensive onboarding, training, and retention program to meet the needs of the staff in the Whole Health Department. The work includes coordination of staff orientation and development with supervisors. This position will facilitate contracts with outside trainers and maintain the department-wide training calendar. This position will serve as the liaison between Whole Health and the Human Resources Department, ensuring compliance with civil service rules, county policy and procedure, and applicable labor contracts. This position will train supervisors on subjects relating to the timecard administration, staff retention, orientation, civil service, and performance reviews. Work is performed under the general supervision of the Fiscal Administrator and coordinates with division directors.

Typical Work Activities

- Coordinates employee engagement activities that support the development and maintenance of the organizational workforce;
- Facilitates the organization's staff retention and training program; Reviews and evaluates effectiveness of training effort;
- Develops and coordinates staff orientation for the Whole Health Department;
- Seeks out funding and other opportunities to enhance training, professional development, and staff retention. Monitors the agency training budget in cooperation with the Program Leadership;
- Works with program leadership to identify training and educational needs of the Whole Health staff;
- Coordinates the supervisor development program for the Whole Health Department;
- Evaluates, updates and purchases materials and equipment related to training programs and needs, e.g., manuals, books, videos; Maintains agency program and training manuals in an up-to-date condition;
- Promotes and maintains the department's Health Resources and Servers Administration (HRSA) loan forgiveness program. Including registering staff and confirming employment and policy and procedure management.

- Conducts staff satisfaction surveys/interviews and reports results;
- Supervises the maintenance of employee training records;
- Represents the department at recruitment efforts such as job fairs;
- Acts as a liaison with the Department of Human Resources, supervising personnel and Civil Service reporting activities such as “ban the box”, e Verify, MSD428s, position conversions and terminal pay requests;
- Directs the canvass of eligible lists and arranges for appropriate program supervisory participation in employment interviews;
- Oversees the administration tasks pertaining to the appointment, assignment and evaluation of personnel;
- Coordinates and documents the results of mandatory criminal background checks for new hires who will have access to protected information.
- Maintains the department personnel files, which include employment information, performance evaluations and comments, and payroll and salary information;
- Acts as the administrator for the timecard system for Whole Health Employees;
- Coordinates the Human Resources activated for the Whole Health Internship Program;
- Keeps internal staff directory and organizational chart up to date. Manages internal communication groups and call down lists;

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of a wide variety of computer application programs including, but not limited to, spreadsheets and databases;
- Good knowledge of the principles and practices of public personnel and Civil Service administration.
- Good knowledge of the principles and practices of conducting staff development program;
- Ability to plan and develop training outlines;
- Ability to prepare and maintain clear and accurate reports and records;
- Ability to establish and maintain effective relationships with people;
- Considerable interpersonal skills are necessary in order to create connections, obtain buy-in, cooperation with divisions directors, supervisors, and staff throughout the organization;
- External contacts are with professional associates, liaisons, and community groups and involve the development of professional networks.
- Physical condition commensurate with the demands of the position.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

The employee must be able to sit for extended periods of time within a standard eight-hour workday. Other types of physical effort are minimal except for the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent must be able to accurately manage and manipulate information, using computer software and hardware systems, with or without reasonable accommodations. Such work encompasses approximately $\frac{3}{4}$ of a normal working day. As a result, the job may involve considerable visual effort. The employee must possess the high knowledge, skill, and ability needed to utilize office equipment, including computer systems, inclusive of necessary software and operating systems, with or without reasonable accommodations. In respect to the physical demands of this position, there may be considerable visual effort and repetitive hand/finger movements associated with the execution of the tasks delegated to this role. There is minimal risk of injury or illness in this position. The employee is required to work closely and cooperatively in close physical proximity with others. The job does require considerable demands from tight deadlines. The employee may occasionally be required to work alone. Almost all work is performed indoors in a temperature-controlled environment. The work environment poses minimal, if any, exposure to disagreeable work conditions. The employee may at times be asked to drive to get to remote locations, or otherwise demonstrate the ability to meet the limited transportation requirements.

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