GRANDMA’S HOUSE OF HOPE

Recruitment & Retention Specialist

**Status:** Full time, Hourly, Non-Exempt

**Reports to:** Human Resources & Operations Manager

**Supervises:** N/A

**Salary Range:** $18-$28/ hour

**Organization:** Grandma’s House of Hope (GHH) empowers the invisible populations of Orange County by serving those who truly slip between the cracks of other programs. Founded in 2004, GHH fills gaps in basic needs by providing wrap-around shelter services to Orange County’s most vulnerable, underserved and socio-economically disadvantaged women and men. Our welcoming homes nurture hope, our case managers promote growth, our counseling partners facilitate healing, and our housing navigators guide our participants toward stability. Our goal is for our participants to graduate to permanent housing as stronger, more confident, and autonomous individuals through these holistic resources. In our work, we value love and compassion, respect and acceptance, and honesty and integrity. Every day we work toward the realization of our vision: a thriving, supportive community full of caring and productive individuals where everyone has a safe place to call home. For more information on GHH, please visit our website at www.grandmashouseofhope.org.

**Job Summary:** The Human Resource Recruitment and Retention Specialist (RRS) acts as ambassador to prospective and current employees and provides information and support services at all stages of the employee life cycle: recruitment, onboarding, continued training, career development, and transition. The RRS works with the CEO, Human Resources and Operations Manager (HROM) and managers in developing strategies to recruit and retain a deeply committed, talented, compassionate and diverse staff.

**Qualifications**

**Education and Experience**

- Two years experience in employee recruiting, training or employee career coaching
- Bilingual English/Spanish or other language and/or lived experience is beneficial
- Experience working with diverse and marginalized communities required
- Possession of excellent written communication skills, and experience in writing job descriptions and employment postings/advertisements
- Possession of superior interpersonal skills and a high level of emotional intelligence
- Knowledge of employment and employment labor laws highly desired
• Employment is contingent upon meeting all applicable job requirements and background check

Responsibilities

Recruitment

• Partner with the HROM to develop, facilitate, and implement the recruitment and onboarding process with focus on culturally and linguistically diverse communities, and people with personal and/or family lived experience in recovery, and those with bilingual capacities in California's threshold languages
• Bolster GHH outreach and marketing strategies and significantly expand our partnerships with local educational institutions to create a pipeline for interns and staff
• Research and maintain salary ranges for comparable positions and organizations
• Create and maintain a career page on GHH website
• Analyze, research and suggest new ideas for improving the candidate experience and engagement
• Screen applications, recommend qualified candidates to the hiring manager and assist with the interview process, as needed
• In support of the Behavioral Health Recruitment and Retention grant, support the completion of an organizational assessment, assist in the findings review and finalize an implementation plan
• Remain current with federal, state, and local employment laws and regulations, and company policies to ensure compliance

Retention

• Collaborate with HROM and managers to diagnose exactly why people are leaving and help create a place where people want to stay
• Gather qualitative and quantitative retention data by conducting and analyzing employee surveys that includes psychological safety, satisfaction and engagement assessment
• Work with HROM to identify and offer trainings, workshops and wellness resources/benefits to address burnout and secondary traumatic stress
• Explore and develop additional opportunities and incentives for professional growth, including educational support and management training opportunities for staff and emerging leaders
• Work with Morale Team to create team member experience/engagement activities
• Identify operational and/or system changes that creates a safer, healthier place to work
Human Resources

- Assist HROM with new employee orientation, onboarding of employees and ensure employees are well informed of GHH policies, as needed
- Partner with HROM in developing and implementing human resource operations plans, policies, procedures, and goals
- Perform background checks, as needed
- Other duties as assigned

Confidential Information: The RRS will have access to confidential employee and organizational information. Therefore, the RRS must pay particular attention to, strictly adhere to and help to enforce employee and organizational confidentiality and abiding privacy and employment laws.

Physical: In the course of performing this job, the incumbent typically spends time sitting, walking, standing, listening/speaking, writing and operating a personal computer. S/he will be required to drive an automobile or use public transportation to attend meetings within the community. S/he is expected to lift and carry office records and supplies up to 40 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

Requires some travel throughout north Orange County therefore this position must have reliable transportation, a valid California Driver’s License, and ongoing, active automobile insurance that complies with state requirements. If applicants use public transportation, they should consult with Human Resources regarding applicable requirements.

Work Environment: The noise level in the work environment is usually moderate and fast paced. While performing the duties of this position, the employee is occasionally exposed to outside weather conditions when driving to and from meetings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Benefits: GHH has a generous benefits package, including 13 paid Holidays, Sick Pay, Vacation (PTO), Time off for Crime Victims, Retirement Savings Program and CaliforniaChoice Healthcare Plan and Concordia Dental Plan. Supplemental Disability, Accident, Life insurances are available. Hybrid work schedules may be considered.

Grandma’s House Of Hope Is An Equal Opportunity Employer
GHH actively works to foster a diverse and inclusive environment for our staff, volunteers, and participants. GHH recognizes the importance of employing people who reflect the diverse backgrounds and life experiences of our participants in order to create a welcoming program.
GHH’s staff reflects that commitment, allowing us to relate to our participants linguistically and culturally. We believe that these lived experiences among our staff allow us to relate at a deeper, more authentic level with our participants.

We celebrate our inclusive work environment and encourage folks of all backgrounds and perspectives to apply. We are committed to having an inclusive and transparent environment where every voice is heard and acknowledged. We strongly encourage applications from women, people of color, LGBTQIA and other marginalized communities. GHH is committed to a barrier-free recruitment process and work environment. Please reach out if any accommodations are needed.