



POSITION DESCRIPTION

POSITION TITLE:	Chief People and Culture Officer		
DEPARTMENT:	Human Resources		
REPORTS TO:	Chief Executive Officer		
FLSA:	Exempt	REVISION DATE:	11/17/2022
POSITION SUMMARY:			

The Chief People & Culture Officer (CPCO), a new position for Catholic Social Services, will be responsible for bringing high-level strategic capability to the human resources and equity functions, serving as a thought partner with the CEO, Leadership Team, and Board of Directors. This person will be the standard bearer for inclusive culture and practices across CSS that support the sustainable growth of the organization. The CPCO will be responsible for ensuring equity is at the core of all people strategy, that staff see themselves in the mission and work, and understand the opportunities to grow their careers with CSS. Further, the CPCO will develop and guide comprehensive workforce and succession planning for the organization.

The CPCO will assess the people implications of strategic initiatives and be an active participant with the Leadership Team in determining where best to invest across the organization. The CPCO will report directly to the CEO and will oversee the Human Resources Department.

The ideal candidate will bring a vision for enterprise-wide people and culture strategy and enthusiasm for collaborating with a talented Leadership Team to problem solve across the organization. The CPCO will be creative, flexible, strategic, and have strong business acumen.

MAJOR OBJECTIVES

Within the first 12 to 18 months, the Chief People & Culture Officer will achieve the following major objectives:

- In collaboration with the CEO, establish and begin executing a strategic plan to address issues related to people and culture, demonstrating CSS's values, and building strong relationships across the organization. Foster a culture of belonging through personal example, leadership practices, and processes.
- Build relationships with other members of the Leadership Team and bring enterprise-oriented questions to the team for resolution. Participate in decisions about investment priorities, including assessing any need for investment in the People & Culture department.
- In collaboration with leaders across the organization, create and begin to implement a talent strategy designed to ensure that CSS attracts, develops, and retains the staff members who will grow its impact and lead the organization into the future.
- Prioritize the creation of a DEI strategy and make significant progress on implementation in collaboration with staff across the organization.

- Measurably improve the employee experience, including establishing processes for onboarding and career pathing that build enthusiasm and commitment to CSS's mission and values.
- Implement regular assessments and reporting on staff engagement that celebrates progress, identifies priorities for improvement, and demonstrates progress in key metrics.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serve as a collaborative thought partner with CSS's Leadership Team on enterprise-wide strategy development and decision making; set a forward-looking vision that centers people, culture, and equity in leading staff, managing change, and making strong business decisions.
- Provide strategic oversight, leadership and supervision for the People & Culture team which includes HR and training, leveraging their operational expertise to engage managers and staff across CSS in achieving people-related goals such as staff engagement, retention, development, and workforce planning.
- Ensure that DEI is at the forefront of all People & Culture strategies, in alignment with the strategic plan, and advise on the resources and timing to achieve those strategies; ensure that scalable systems and plans are in place to support the future people needs for CSS.
- Lead the prioritization and implementation of the DEI Action Plan across the organization; regularly assess progress and achievement of goals.
- Develop comprehensive strategic recruiting and retention plans to meet the growing needs of the organization.
- Develop and implement comprehensive compensation and benefits plans that are competitive and cost-effective.
- Travel as needed to understand and promote a cohesive culture that engages fully remote, field office, and headquarters staff around shared values and goals.
- Develop a robust succession planning process for executive leadership, with a particular focus on DEI, and cascade it across CSS as part of a comprehensive workforce planning and career pathing program.
- Leverage the expertise of the People & Culture team in creating inclusive and sustainable structures for onboarding, performance management, career pathing, and employee engagement and retention.
- In partnership with the CEO, advise the Board of Directors on the People & Culture implications of strategic initiatives.

KNOWLEDGE, SKILLS AND ABILITIES:

- **CSS's Mission, Vision, Impact and Values:** Actively support CSS's mission, impact statement, vision and values.
 - **Mission:** We compassionately serve the poor and those in need, strengthen individuals and families, and advocate for social justice.
 - **Vision:** Catholic Social Services fulfills the social teachings of the Catholic Church through our efforts to mend the holes in society's safety net, alleviate suffering, and promote social change by meeting basic human needs and offering thoughtful opportunities for life-changing growth.
 - **Impact Statement:** Transition individuals and families to permanent stability.
 - **Values:** Aligns actions around organizational values of treating everyone with compassion, dignity and respect, displaying personal integrity, exhibiting a collaborative spirit and giving priority to organizational mission, vision and values when making decisions.
- **Accountability:** Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences

both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to adjust to improve their effectiveness; courage to have difficult conversations.

- **Adapting to Change:** Accepts and adapts to change in a professionally appropriate and thoughtful manner. Is willing to offer a different perspective or approach and yet knows when and how to stand down graciously and accept a well-thought-out decision. Embraces change.
- **Confidentiality:** Maintains the highest level of confidentiality regarding CSS's records and information. Appropriately uses internal confidential information for business purposes only.
- **Communicating Effectively:** Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message.
- **Cultural Competence:** Demonstrates cultural competence and sensitivity with diverse groups across lines of race, ethnicity, religion, gender, socio-economic group, sexual orientation, and other identifiers
- **Decision Making/Judgment:** Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.
- **Delivering High Quality Work:** Makes sure responsibilities central to the role meet all requirements and expectations. Finishes tasks promptly and critically reviews work to ensure quality and accuracy. Considers impact of work to others and takes steps to mitigate.
- **Results Orientation:** Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measurable outcomes; persists in achieving goals despite obstacles.

QUALIFICATIONS:

The ideal candidate will bring most of the following qualifications and skill sets:

- Passion for the mission and work of CSS.
- Bachelor's degree and/or a master's degree in a related.
- In depth knowledge of all HR functions. SHRM certification or equivalent required.
- A minimum of six years of experience as a collaborative human resources leader within the nonprofit or for-profit sectors; capacity to lead a team, guide change, and make sound business decisions.
- Prior experience guiding enterprise-wide people and culture strategy, leading change at an organizational level, and engaging teams to execute on the tactics to achieve goals.
- Comfort serving as the strategic leader for a small team; the acumen to identify the resources needed to support growth and advocate for them in a sustainable manner.
- Strong experience leading engagement on DEI initiatives, both internally and externally, and how to fully integrate DEI into the work of an organization.
- Ability to be both a trusted advisor on people-related issues and an advocate for appropriate investments to address those needs.
- Collaborative, optimistic, creative, energetic, decisive, and adaptable; the ability to integrate hard work and fun.
- Comfort leaning into the experience and insight of staff at all levels in creating learning and development programs.

- Solid business acumen, comfort with ambiguity, and the ability to integrate the work of human resources into the context of the whole organization.

_____ <i>Employee Name</i>	/	_____ <i>Employee Signature</i>	_____ <i>Date</i>
_____ <i>Supervisor Name</i>	/	_____ <i>Supervisor Signature</i>	_____ <i>Date</i>
_____ <i>Human Resources Representative</i>	/	_____ <i>Human Resources Signature</i>	_____ <i>Date</i>