Job Description: Human Resources Generalist

Department: Administration

Reports To: Chief Operating Officer

Job Summary

The Human Resources Generalist at Community Volunteers in Medicine (CVIM) is responsible for managing the clinic's day-to day- human resources operations while helping to build a positive, inclusive and high performing workplace culture.

This role ensures HR and Clinic practices are consistent, effective and legally compliant, and aligned with CVIM's mission and strategic goals. In addition, the HR Generalist identifies opportunities to improve HR processes, systems and employee and volunteer experiences while supporting organizational growth and change.

The Human Resources Generalist maintains a high level of confidentiality, professionalism and sound judgment and promotes a workplace culture grounded in respect, compassion, collaboration and accountability.

Key Responsibilities

- Collaborate with leaders to develop and implement programs that support a healthy, productive and mission-focused workplace.
- Provide HR guidance that balances employee needs with organizational priorities, policies and legal requirements.
- Support managers in all aspects of employee performance management, including goal setting, ongoing feedback, performance evaluations and corrective action.
- Identify and support opportunities for employee development, training and career growth and professional development.

- Manage the full recruitment process, including job postings, candidate screening, interview coordination, selection, offers and pre-employment requirements in collaboration with hiring managers.
- Coordinate a welcoming and effective onboarding process for new employees, ensuring all required employment documentation, background checks, and other pre-employment requirements are completed.
- Assist with the administration of employee benefit programs, including health, dental, vision, disability, worker's comp, leave of absence and voluntary benefits.
- Ensure HR policies, procedures and practices are consistent with applicable federal, state and local employment laws and regulations.
- Manage the credentialing process for licensed staff and volunteers, ensuring required documentation and compliance requirements are maintained.
- Promote consistent, fair and equitable HR practices across the organization and serve as a resource for employees and managers on workplace policies and practices.
- Identify opportunities to improve HR processes, systems and employee experiences and implement solutions that enhance organizational effectiveness.
- Monitor employee engagement and culture through climate sensing and employee engagement surveys/action plans.
- Support and collaborate with HR Committee of the Board of Directors

Qualifications

- **Education/Experience:**
    - Bachelor's Degree in Human Resources or related field.
    - Minimum of three years of progressive Human Resources experience, with experience supporting multiple HR functions.
    - Experience in one or more HR disciplines including employee relations, performance management, recruitment, benefits administration and employment compliance.
- **Skills:** (e.g., communication, technical, organizational)
    - Strong interpersonal, communication and presentation skills with the ability to build effective relationships at all levels of the organization.
    - Ability to problem solve and address employee relations concerns with all levels of the organization.
    - Strong understanding of HR principles, practices and applicable employment laws and regulations.
    - Excellent organizational and time-management skills, with the ability to prioritize multiple responsibilities and meet deadlines.
    - Sound judgment, discretion and ability to maintain confidentiality.
    - Ability to work independently, exercise initiative and contribute effectively within a collaborative team environment.
    - Excellent computer skills, including proficiency with Microsoft Office and HR information systems.

Hours and Location:

- FT
- West Chester, PA
- On site

About CVIM:

Community Volunteers in Medicine (CVIM) is a free healthcare center providing high-quality, comprehensive, and compassionate healthcare to low-income uninsured workers and their families. Based in West Chester, PA, we work to address health disparities in the Chester County region. Our workforce includes a core group of paid staff and hundreds of skilled volunteers. We work together in a welcoming, positive and collaborative environment to meet community needs and deliver patient-centered care. Our success relies on philanthropy, volunteerism, and community partnerships.

CVIM provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, and any other characteristic protected by federal, state or local laws.