



**Position Title:** Human Resources Director

**Reports To:** Executive Director

**Department:** Administration – Human Resources (HR)

**Status:** EXEMPT – Salaried

**Schedule:** 40 hours per week; Monday – Friday during business hours, some nights and weekends will be required. Specific schedule has flexibility but is dependent on departmental needs and will be agreed upon with your supervisor. Hours to be completed on-site at Raphael House’s confidential location.

**Salary Range:** \$43.56 - \$50.26 per hour, depending on experience (above \$47.58 per hour reserved for those who exceed Qualification criteria); *additional \$.50 per hour offered if bilingual in English and Spanish. Hiring wage is determined using a standardized process that considers employment and lived experience, applicable knowledge and skills, training, and education. Staff are paid twice each month.*

**Benefits:** Raphael House offers a full range of benefits including 100% employer-paid health, dental, vision, long-term disability, and life insurance; FSA (Flexible Spending Account) with \$500 annual Employer contribution; generous time off (with first year accrual totaling up to 30 days); retirement plan contribution match of 3%; an Employee Assistance Program with robust supportive resources; and extensive professional development opportunities.



## **Position Summary:**

Reporting to the Executive Director, this position is responsible for leading and overseeing all human resources functions including recruitment, hiring, benefits management, employee relations, professional development, compliance, and policies in alignment with trauma-informed best practices. As a key leadership partner and member of the Senior Management team, the HR Director works collaboratively across the organization—including with union representatives—to foster a healthy, safe, and inclusive work environment. Guided by Raphael House's mission and values, this role serves as a trusted staff advisor, supporting employees across our team as we learn, grow, and work to best serve survivors.

*Raphael House is currently negotiating our first contract with ILWU Local 5; this position is not union eligible.*

## **Application Deadline: Open until filled.**

Applications will be reviewed and interviews scheduled as submissions are received. Early application is encouraged. There is also no such thing as the perfect candidate, so please apply even if you don't meet all the requirements. Just use your application materials to share the transferrable skills, experiences, and qualities you bring to the table! **Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered.**

## **About Raphael House:**

Since 1977, Raphael House of Portland has helped survivors of domestic violence and their families find the safety, hope, and independence they deserve. We proudly provide family-centered, culturally responsive, and gender-inclusive services to a diverse community of more than 2,000 survivors annually. Our confidential emergency shelter is open and staffed year-round, 24 hours a day and our myriad wraparound programs continue supporting families every step of the way as they go on to build safe futures free from abuse. We couple these direct services with a Prevention Education program that teaches thousands of teens



each year about equitable relationships and consent—with the goal of stopping domestic violence before it starts.

### **You'll love working with us because:**

- Our employees have voted Raphael House one of the 100 Best Nonprofits to Work for in Oregon 7 times! In 2023 and 2021 we placed in the top 15th amongst medium-sized agencies. We were also named among Oregon's 100 Best Green Workplaces in 2024, 2021, and 2019.
- [Diversity, equity, inclusion, and accessibility are a priority here.](#) We're committed to the ongoing work of sustaining an environment where everyone at Raphael House—staff, volunteers, and survivors—feels safe, empowered, and can thrive.
- We are always learning and changing. Your ideas on how to make Raphael House a better place for survivors and staff really matter. Plus, we offer lots of ongoing training opportunities and each employee has an annual training stipend.
- We value self-care and taking breaks. In addition to generous paid time-off, we have a Wellness Committee dedicated to supporting staff, and so much more.
- We are a family- and community-centered organization and prioritize supporting staff with work life balance. We also have a culture of gratitude, where your hard work is appreciated!
- You receive gift cards to celebrate both your birthday and work anniversary each year.
- You get to take part in life-changing, life-saving work and help create a world without violence!

### **Essential HR Director responsibilities:**

#### Recruitment, Hiring, Onboarding, and Off-boarding

- Conduct equitable, inclusive recruitment and hiring processes. Manage the full hiring cycle including job postings, screening, interviews, reference checking, and onboarding.
- Oversee the creation and/or revision of job descriptions – in collaboration with hiring managers – to ensure accuracy, consistency, and inclusivity.



- Conduct orientation for new employees including benefits enrollment and handbook review, along with agency mission, staff structure, essential practices, and protocols.
- Oversee the onboarding process through the probationary period, to ensure supervisors and new employees have the support and resources they need.
- Manage all employee files to ensure up-to-date documentation and insurance information; includes running background and DMV record checks.
- Manage and conduct staff off-boarding, including exit interviews; make recommendations to the Management team for continuous improvement.
- Proactively build opportunities for learning, growth, and promotion.
- Help ensure succession plans are in place and updated.

### Compensation and Benefits

- Manage all HR administration ensuring timely and accurate benefits enrollment, communication, compliance, and the annual open enrollment process. Manage relationships with benefit brokers and address employee benefits questions.
- Manage all paid leave, workers compensation, and other benefit needs.
- Explore and propose additional benefit options in partnership with the Executive Director.
- Oversee salary structure and compensation practices to ensure internal equity and consistency.
- Monitor departmental budgets for recruiting, training, staff development, and benefits in partnership with Managers.

### Operations & Compliance

- Provide leadership and direction to ensure compliance with local, state, union, and federal employment-related laws and regulations – maintaining in-depth knowledge of any regulatory changes to reduce legal risks.
- Proactively update HR policies, practices, and training to ensure alignment with laws and regulations, along with best practice. Includes annual review and updates to the Employee Handbook.



- Oversee and support with roll-out of new policies and/or procedures, including communications and staff support.
- Lead compliance efforts related to labor standards, safety, record-keeping, and nonprofit employment practices.
- Work closely with Raphael House Workers Union and ILWU Local 5 to best serve the needs of the staff, our shared values, and the organization.
- Ensure compliance to union rules and contracts.
- Direct organizational emergency protocols and ongoing trainings.
- Support organizational special events, as needed, including assisting staff and/or volunteers also involved.

### Organizational Culture

- Develop, communicate, and administer policies and procedures that maintain and improve employee relations and shape organizational culture based on our mission, vision, and values.
- Oversee the creation and implementation of initiatives that further build momentum for diversity, equity, and inclusion.
- Serve as HR contact for all employees; proactively engage employees to improve working relationships, build morale, and increase retention and impact. Communicate openly and frequently, keeping staff informed on benefit resources, organizational events, and other pertinent information.
- Continually assess and advance employee engagement and satisfaction.
- Address employee concerns and workplace conflicts in a fair, equitable, and timely manner.
- Manage and resolve complex employee relations and supervision issues; when applicable, conduct effective, thorough, and objective investigations.

### Professional Development & Performance

- Uphold and strengthen agency-wide standard of supervision grounded in trauma-informed best practice and assertive engagement, including building strong relationships, active listening, clear and transparent communication, consistent and timely feedback, and clear expectations.



- Provide coaching and resources to help resolve and prevent interpersonal and team conflicts.
- Steward a culture of learning and growth.
- Work with the Management team to assess organizational needs and identify growth opportunities that support employees' ongoing professional development.
- In collaboration with supervisors, develop and oversee administration of performance improvement plans and necessary follow-through.
- Support supervisors when employees request union representation.

### Leadership

- Partner with the Executive Director in internal leadership activities related to human resources, operations, and organizational planning.
- Work with the Executive Director, Management Team, and Board of Directors in strategic planning and decision-making.
- Contribute insight, feedback, and active leadership within Management meetings (weekly) and all-staff meetings (monthly).
- Assist with Union bargaining and the contracting process.
- Support our staff-led IDEA Committee (Inclusivity, Diversity, Equity, and Accessibility) and serve as liaison with the Management Team.
- Other duties as assigned.

### **Supervisory Responsibilities:** n/a

### **What we ask of all candidates and team members:**

- A passion for Raphael House of Portland's mission and values. You want to build a future free from violence and oppression!
- An existing understanding of—and/or a desire to learn more about—the root causes of domestic and sexual violence, and how injustices intersect based on race, gender identity, sexual orientation, and ability.



- The desire and ability to promote an anti-racist, inclusive, and culturally diverse and responsive environment.
- The ability to relate respectfully with people of diverse backgrounds and ages, and to utilize equitable and trauma-informed practices.
- Ability to maintain the confidentiality of our location and survivors we serve.
- Excellent and respectful interpersonal, verbal, and written communication and organizational skills.
- Strong attention to detail, with the ability to organize effectively, delegate, and prioritize and manage multiple tasks to meet deadlines and overcome challenges.
- Ability to work independently and collaboratively with others, including with team members, staff, volunteers, and community partners.
- Ability to use mature judgement in decision-making or conflict resolution and in dealing with uncomfortable situations and conversations.
- Ability to maintain a calm and positive demeanor under stress.
- Legal authorization to work in the United States.

### **Qualifications:**

- Minimum 5-7 years of progressively responsible HR experience, including at least 4 years in a leadership role.
- HR certification (PHR, SPHR, SHRM-CP, or SHRM-SCP) strongly preferred.
- 5-7 years of organizational management and leadership experience.
- 3+ years of experience in a social service setting preferred but not required.
- Expertise in employee relations, recruitment, performance management, and benefits administration.
- Strong working understanding of state and federal employment law, HR best practices, and compliance requirements; knowledge specific to 501(c)(3) organizations strongly preferred.
- Experience working in a unionized workplace and with collective bargaining agreements strongly preferred.



- Demonstrated ability to develop, update, and implement HR policies and decisions that are equity-centered, trauma-informed, and responsive to evolving organizational needs.
- Strength in fostering a positive, inclusive, and collaborative work culture that attracts, keeps, and motivates a diverse staff.
- Ability to handle sensitive information with discretion and maintain confidentiality.
- Ability to deal with conflict effectively, and to manage difficult situations confidently and calmly; demonstrated ability to coach and counsel employees of all experience levels and backgrounds.
- Excellent attention to detail and accuracy related to documentation, record keeping, policy, and communication.
- Lived experience as a survivor of interpersonal violence and/or trafficking highly valued.
- Bilingual/bicultural highly preferred. *Additional \$.50 per hour offered for bilingual English-Spanish speakers.*
- Proficient with Microsoft Office Suite (specifically Word, Excel, and Outlook) and ability to learn new technology as needed.
- Completion of 40-hour domestic and sexual violence advocacy training, or equivalent to be approved by the Executive Director OR expectation that training will be completed within first month of employment (provided internally).
- Ability to read, write, and understand English.
- Ability to commute throughout the Portland metro area and beyond to fulfill job responsibilities.
- Willingness to work a flexible schedule, including some evenings and weekends.

### **Work Environment:**

This position will work in a fast-paced setting. Candidate must be able to work under deadlines and stress-inducing conditions. Must be able to move throughout our building, partner agency locations, and other sites. A domestic violence agency environment can potentially shift from stable to highly-charged and all employees must remain flexible, calm, and creative.



**To apply:**

Please submit a cover letter, resume, and completed Raphael House employment application form (found on our website at the link below) to Emmy Ritter, Executive Director, at [eritter@raphaelhouse.com](mailto:eritter@raphaelhouse.com) or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **The position is open until filled.** *No phone calls please, except to request a reasonable accommodation for a disability at (503) 243-5128.*

Download our employment application form from our website at <https://raphaelhouse.com/employment-opportunities/>.

*Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered. If any of the three application materials are missing or incomplete, your submission will not be considered.*

**COVID-19 Safety:**

We are taking every precaution to protect the health of our staff and survivors in our programs, utilizing the most up-to-date recommendations.

***Raphael House of Portland is an Equal Opportunity Employer***

Did you notice our font is large? This is done for accessibility purposes; it is recommended to use at least 14pt font size.

