

Employment Opportunity

# Chief Human Resources Officer

of Oakwood Village



For best consideration, please apply confidentially by:  
March 31, 2023 [www.qtigroup.com/OakwoodCHRO](http://www.qtigroup.com/OakwoodCHRO)



**OAKWOOD  
VILLAGE**



# ABOUT THE ORGANIZATION

**Oakwood Village** is a faith-based, locally operated, not-for-profit retirement community with two campuses in beautiful Madison, Wisconsin. The two campuses both offer a full continuum of care – skilled nursing, memory care, assisted living and apartment homes – and sit on over 50 acres, and are home to a nine-acre nature preserve, large community gardens and beautiful landscaped courtyards.

At Oakwood, they put people above everything else. They encourage the staff to build relationships with the residents they care for, the families they serve, and with one another.

Oakwood believes they're the very best at what they do in Madison. But don't have to take their word for it. Readers of Madison Magazine consistently name Oakwood Village "Best Retirement Community" in Madison and "Best Assisted Living Facility."

Oakwood is a values-driven organization. As they prepare to celebrate 75 years of service, they're only getting better. Their new, state of the art skilled nursing and rehabilitation center is scheduled to open in 2023.



To learn more about the organization, please visit their website: [www.oakwoodvillage.net](http://www.oakwoodvillage.net)



# ABOUT THE ORGANIZATION

## Oakwood Village Values

**Compassion.** Oakwood's staff care deeply about the people they serve and work with on a daily basis. Residents develop strong friendships quickly and pull together through partnerships, volunteerism, and charity to help one another.

**Faith.** As a Lutheran organization, honoring the human spirit and the divine that lives within is a core value. Our commitment to strong spiritual life programming and our efforts to remain true to the vision and intentions of our founding Lutheran congregations set Oakwood apart from other Madison retirement communities.

**Inclusion.** Everyone is welcome here. We bring residents together from different levels of care, buildings, and campuses to experience each other in community. We welcome opinions and strive to consider different perspectives to create fair, welcoming, and accessible experiences for all. We are proud to be a resource for the broader community.

**Integrity.** At Oakwood our teams are transparent and fair, and act with honor and respect for residents, their families and our staff. We do what is best for our residents and patients, even if it means exploring a solution outside of Oakwood.

**Dedication.** At Oakwood, leadership and staff view their work as a calling. They care deeply about the people they serve on a daily basis, and are dedicated to providing superior service. In much the same way, residents quickly become dedicated to one another.





# ABOUT THE OPPORTUNITY

The **Chief Human Resources Officer (CHRO)** is responsible for planning, coordinating, and administering the personnel activities for the Campus including: recruitment, employee relations, training, labor relations, policies and procedures, affirmative action and employment equity programs.

## Essential Responsibilities

1. Fully embraces a culture of hospitality and teamwork by living the Oakwood Core Values:
  - a. **Compassion:** We care deeply about the people we serve and the people we work with on a daily basis. We work together to help one another.
  - b. **Faith:** We have a commitment to remain true to the vision and mission of Oakwood.
  - c. **Inclusion:** We include everyone. We welcome opinions and strive to consider different perspectives to create fair, welcoming, and accessible experiences for all.
  - d. **Integrity:** We work to be transparent and fair. We act with honor and respect for our residents, their families, and our co-workers.
  - e. **Dedication:** We care about the people we serve and work with on a daily basis. We are dedicated to providing superior service to one another and our community.
2. Partners with management to develop, communicate, implement and interpret Human Resources policies, procedures, laws, standards and government regulations.
3. Participates in developing Human Resource department goals, objectives and systems in alignment with the campus objectives. Assists in evaluation of reports, decisions, and results of department in relation to established goals. Recommends new approaches, policies, and procedures to effect continual improvements in efficiency of department and services provided.
4. Responsible for developing, monitoring, and managing the campus HR department budget.
5. Supervises recruitment efforts for all exempt and nonexempt personnel; conducts recruitment for leadership positions; reviews applications and interviews applicants to match experience with specific job related requirements.
6. Provides leadership and oversight to the HR Generalist(s) and support staff.



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7. Supervises, facilitates and/or provide training to the workforce. Including, but not limited to, new hire orientation, supervision/leadership, harassment awareness, workplace violence, substance abuse, and performance management.
8. Coordinates a Stay Interview process with the Department Managers. In addition shares data related to interviews along with recommendations for improvement.
9. Conducts exit interviews for key positions.
10. Responds to employee relation issues such as employee complaints, harassment allegations, and discrimination complaints.
11. Supervises Campus personnel leave of absence, Family Medical Leave Act (FMLA) coordination, and unemployment processes.
12. Reviews and submits all Campus personnel Worker's Compensation reports, processing all medical and wage claims, maintaining required logs, preparing necessary reports, analyzing injury logs, submitting recommendations to supervisors regarding areas of concern.
13. Gathers, reviews, and disseminates information on employee safety and health, keeping abreast of changes in OSHA requirements and informing the Campus Safety committee and appropriate staff where applicable.
14. Serves as a resource for supervisory staff, explaining and interpreting personnel procedures and the implications of applicable laws and regulations assisting as needed, in the completion of necessary documentation of personnel matters by supervisory staff relating to disciplinary action, termination and employee evaluations.
15. Maintains working relationships with Union officials and adheres to terms of labor contract by monitoring day-to-day implementation of policies concerning wages, hours and working conditions.
16. Works with Campus Leadership team members on a regular basis, providing information on recruitment efforts and status, employee concerns, turnover data, grievances and any other HR-related topics.
17. Maintains compliance with federal and state regulations concerning employment.
18. Works with Campus Executive Director and Vice President of Human Resources in workforce planning and other strategic initiatives.
19. Represents Oakwood Village for any unemployment claims.
20. Performs benefits administration to include communicating benefit information to employees.
21. Participates in Campus Leadership Team meetings, providing updates and guidance and ensuring that HR-related goals are met. Attends and participates in other department staff meetings and seminars.
22. Functions as or designates a Thrive Committee Coordinator to assure effective and



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on-going employee recognition activities.

23. Serves as a member of the Campus Safety & Risk Management Committee, providing trend analysis and data related to workers compensation and overview of employee injuries and incidents.
24. Performs other related duties as required and assigned.

## Competencies

1. **Ability to Champion Oakwood's Core Values.** The strength of Oakwood as a community depends on the strength of relationships between leadership and staff, staff and other staff, residents and staff and residents with one another.
  - a. **We grow here:** We encourage each other to grow professionally, we share our knowledge, we ask questions, and we help out.
  - b. **We honor the individual:** We recognize the dignity of the individual, both residents and staff, and treat people with care and compassion.
  - c. **We invest in the power of community:** We maintain a high level of quality of services and reinvest in our community to keep growing and improving.
  - d. **We are here for each other:** We help out. We listen. We care.
  - e. **We go above and beyond:** We hold each other to a high standard. We define exceptional service and we support each other in our aim to provide the best care possible.
2. **Integrity.** Performs ethically and honestly in all work activities; willing to take responsibility for their actions and fosters a respectful work environment where the same behaviors are expected and rewarded.
3. **Hospitality.** Ability to see Oakwood through the eyes of the employees, management, residents, and stakeholders; anticipates the needs of the customers and continues to seek information and understanding.
4. **Team Leadership.** Ability to create, lead, and maintain an environment that fosters teamwork, accountability, and success.
5. **High Standards.** Sets objectives, and hold self and the departmental staff accountable for quality; uses best practices for establishing quality standards.
6. **Business Thinking.** Understands Oakwood as a series of interlocked and intertwined business processes; able to respond to changing business needs; understands impacts to the organization; and able to utilize teamwork towards Oakwood's mission.
7. **Financial Expertise.** Understands the financial complexity of the organization and able to use the information to make informed business decisions.
8. **Business Growth.** Understands the need to expand the business and importance of growth; continually looks for ways to grow the organization and remains competitive



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in the senior living industry.

9. **Organization and Planning.** Demonstrates ability to manage time, tasks, and projects wisely; highly productive and efficient.
10. **Problem Solving and Decision Making.** Demonstrating ability to identify problems and engage in a resolution process that includes fact finding, commitment to action, and good judgment.
11. **Results Driven.** Ability to stay focused on outcomes and accomplishments; motivated by achievements; and is goal oriented.
12. **Technical Expertise.** Utilizes and leverages new technologies to stay current and competitive in the senior living industry.

## Qualifications

1. Considerable knowledge of principles and practice of human resource management.
2. Ability to objectively coach employees and management through complex, difficult, and emotional issues.
3. The ability to research, create and analyze various different types of data.
4. Must have the ability to make recommendation to effectively resolve problems or issues, but using judgment that is consistent with standards, practices, policies, procedures, regulations or government law.
5. Ability to multi-task.
6. Strong organizational skills.
7. Effective communication skills, both written and verbal.
8. Ability to handle confidential information required.
9. Work and contribute as a team member.
10. Experience with an aging population, preferred.

## Experience, Education, and/or Training

1. Bachelor's Degree in Human Resources Management or a related field, MBA and/or PHR designation preferred.
2. 4-6+ years' experience in Human Resources Management or related field.
3. Background in employment law and other government compliance regulations preferred.
4. Successful experience in management of people and processes required.
5. Previous experience in healthcare and a unionized facility a plus.



# ABOUT MADISON



The **CHRO** position is located in Madison, Wisconsin. Madison anchors a thriving economic region of over 536,000 residents which includes the state capital, world-class research university the University of Wisconsin - Madison, and growing technology and research industries. Madison has earned the number one spot on [\*Livability's "Best Place to Live in America"\*](#) for both 2021 and 2022.

Madison is a rare combination of thriving businesses, progressive government, rich culture and advanced education - all in a setting of rare natural beauty. Surrounded by five lakes, laced with bike trails, and enlivened with numerous parks and green spaces, the area offers countless opportunities to enjoy a balanced lifestyle in a dynamic Midwestern city. Residents can easily enjoy the arts, sporting events, access to exceptional farm-to-table food, boating and water sports on the lakes, hiking, biking, and skiing on the many trails, and camping in a multitude of pristine state parks around the city and region. Combine these factors with clean air, abundant green space, superior educational and healthcare facilities, a low unemployment rate, and engaged communities, and you have Madison - a great place to both live and work.





# APPLICATION & SELECTION PROCESS

**Oakwood Village** has exclusively retained The QTI Group to conduct the search for their new **Chief Human Resources Officer**. The QTI Group is a comprehensive human resources advisory services firm founded in 1957. QTI is headquartered in Madison, Wisconsin.

Qualified individuals interested in being considered for the position are invited to submit their resume by: March 31, 2023 [www.qtigroup.com/OakwoodCHRO](http://www.qtigroup.com/OakwoodCHRO)

Inquiries may be submitted to The QTI Group at the email or phone number listed below.

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