HUMAN RESOURCE DEVELOPMENT MANAGER

Background
Since 2003, the International Training and Education Center for Health (I-TECH), at the University of Washington (UW) in Seattle, has been providing technical support and capacity building with health ministries and local organizations in the Caribbean Region to respond to the HIV epidemic. To accomplish its objectives, I-TECH assembled and supported a high-caliber team of professionals who gained unparalleled experience working at treatment sites across the region. In 2020, I-TECH registered an independent, local non-governmental organization in Jamaica now known as the Caribbean Training and Education Center for Health (C-TECH), with this team as its core. Through its continued partnership with I-TECH, C-TECH harnesses the academic depth and regulatory structures of UW along with local clinical and programmatic expertise.

C-TECH’s mission is to partner with Ministries of Health and other stakeholders to provide technical assistance in health system strengthening and health workforce development for the prevention, surveillance, care and treatment of priority diseases.

Position Overview
Under the general supervision of the Executive Director, the Human Resources Development Manager (HRDM) is responsible for developing systems and providing services in each of the five core domains of HR: policies and procedures, staffing, performance management, compensation (including payroll management), and professional development. He/she is also responsible for staff training & development and coordination of a learning management system. The HRDM works with country office leadership, local legal counsel, learning partners and donors to assure C-TECH HR practices meet applicable standards and requirements and our Learning Management System (LMS) meets the needs of our learning partners and end users.

Duties and Responsibilities
HR Policies and Procedures
1. Manages the administration of C-TECH Human Resources functions to ensure compliance with donor operations and applicable local labor laws. This includes the development, coordination, and implementation of HR policies and procedures; hiring, benefits administration, payroll administration, staff performance evaluations, disciplinary actions and maintenance of personnel policies.
2. Maintains the employee handbook, researching and recommending changes, additions, and deletions as appropriate in light of experience, changing organizational needs, and legal requirements.
3. Develops, communicates, and implements standard operating procedures to promote efficiency and consistency in the handling of day-to-day HR needs by C-TECH managers and staff.
4. Advises leadership and staff on the interpretation and application of specific policies and procedures to individual employee situations.
Staffing
1. Develops processes and tools to efficiently and effectively meet C-TECH staffing needs on a timely basis: assessment, recruitment, candidate screening, selection, hiring and orientation.
2. Works with hiring managers in planning and coordinating hiring processes, including posting advertisements, implementing other recruiting strategies, helping screen applications, and conducting reference checks.
3. Develops and leads new hire orientation program.
4. Assures timely renewal of employee contracts.
5. Sets up and maintains employee personnel files.

Performance Management
1. Develops and administers the annual performance evaluation process.
2. Researches and recommends employee recognition activities to honor individual milestones and achievements.
3. Coaches managers and staff on the handling of a wide range of performance, communication, and organizational issues with the aim of facilitating early resolution of problems that arise.
4. Advises managers and staff on employee grievance procedures.
5. Consults with donor organisation and legal counsel to assure the handling of grievances and formal discipline is consistent with applicable laws and C-TECH standards.

Compensation
1. Works closely with the Executive Director, Finance and Operations Manager and Clinical Program Manager in developing and administering pay and benefit programs which attract, retain, and motivate staff and are externally competitive.
2. Periodically researches and recommends cost of living or other across-the-board adjustments to the C-TECH salary structure, updating the structure and individual pay consistent with approved changes.
3. Participates and evaluates the results of both general and targeted market studies.
4. Coordinates with Finance staff to assure timely processing of payroll.
5. Ensures compliance to leave and timekeeping systems.
6. Maintains, administers, and communicates employee insurance schemes, including medical, life, and accident coverage. Assures timely renewal of vendor contracts to assure uninterrupted coverage.
7. File appropriate payroll statutory deduction monthly and annually in compliance with local labour laws.
Professional Development

1. Supports C-TECH leadership and management in implementing professional development programs and policies.
2. Coaches supervisors and employees on exploring and planning individual employee professional development activities.
3. Coordinates and hosts in-house training activities as directed by the C-TECH leadership and donor agencies.

Coordination of a Learning Management System

1. Supports C-TECH leadership and management in managing its Learning Management System (LMS).
2. Administer content and materials for LMS to support partners and end users.
3. Coordinates training activities as directed by the C-TECH leadership on LMS for partners and stakeholders.
4. Establish and maintain standards in order to ensure data integrity and best practices related to the LMS.
5. Manage functional day to day operational aspects of the LMS.
6. Collaborate in making courses and course content functional in Knowledge of online LMS.
7. Work with the information technology vendor and users to address and resolve LMS issues.

Qualifications

- Bachelor’s degree in Human Resources Management, Business Administration, Public Administration or other related social science degrees and 3 years related working experience.
- Knowledge of online Learning Management Platform (Moodle)
- Excellent working knowledge of current country office labour laws.
- Evidence of implementing human resources policies and procedures.
- Experience in the use of MS Word, Excel, PowerPoint, Internet Explorer and email.
- Excellent communications skills to include fluency in Speaking/Reading/Writing in English.
- Previously demonstrated ability to work as part of a team and interact with all levels of staff and management.
- Demonstrated disposition toward ethical and non-discriminatory behavior that will act as a role model for others.
- Strong organizational and time management skills.
- Detail-oriented and sensitive to confidential information.
- Good human relations skills and proven integrity.

Equivalent education/experience will substitute for all minimum qualifications except when there are legal requirements, such as a license/certification/registration.
Desired Qualifications

- Master’s degree in Human Resources Management, Business Administration, or Public Administration

**WORKING ENVIRONMENTAL CONDITIONS**

This position is based at the C-TECH office in Kingston Jamaica. The HRDM requires up to 15% travel within Jamaica and may require frequent participation in early morning and late evening telephone conference calls. C-TECH operates within a grant-funded environment. Due to this, the total amount of this position’s FTE may fluctuate based on program funding and needs.

**COMMITMENT TO DIVERSITY**

C-TECH recognizes that disparities in health around the globe stem from inequity. Therefore, C-TECH encourages and supports the multiple identities of staff including, but not limited to, socioeconomic status, race, ethnicity, language, nationality, sex, sexual orientation, gender identity and expression, culture, spiritual practice, geography, mental and physical disability and age. C-TECH strives to become a local, national, and international leader in developing and maintaining increased representation and recognition of each of these dimensions of diversity among its staff.

**HOW TO APPLY**

Applicants should submit a resume and cover letter to the Executive Director at ctech.092020@gmail.com no later than Friday, July 31, 2020. We appreciate all applications, but only shortlisted candidates will be contacted.

*Current employees of the Ministry of Health and Wellness in Jamaica are not eligible to apply.*