|  |  |
| --- | --- |
| **Job Title:** Human Resources Generalist | **Reports To:** HR Director |
| **Department:** Administration | **Position Number:** |
| **FLSA Status:** Nonexempt | **Employment Type:** Full-time |

**MISSION:** To inspire health, wellbeing and humanity in our community, through all of life’s stages.

**JOB SUMMARY:** Responsible for Human Resources activities related to recruiting and onboarding new employees in accordance with federal, state and local regulations and organizational policies. Responsible for all aspects of the credentialing, recredentialing and privileging processes for all medical, dental and behavioral health providers delivering patient care, ensuring timely renewal of licenses and certifications. Provides administrative support for the HR team.

# ESSENTIAL DUTIES & RESPONSIBILITIES

**Human Resources**

Administer recruiting and onboarding activities including:

* Develop, write and maintain job descriptions and job postings.
* Post open positions on appropriate websites, monitor and screen applications, correspond with and track candidates, follow up as needed.
* Conduct initial phone interviews, schedule team-based and other interviews, conduct reference and background checks and prepare offer letters.
* Schedule and conduct onboarding of new employees, ensure compliance with Federal Qualified Healthcare (FQHC) requirements.
* Process required new hire documents, including through payroll and HRIS, as well as verification and completion of Forms I-9 and maintenance of I-9 files.
* Prepare, maintain and purge employee files in accordance with retention requirements.
* Confer with or is guided by appropriate managers in all aspects of recruiting and onboarding.

Support other HR activities including:

* Maintain accurate and up-to-date human resource files, records, and documentation.
* Assist with planning and execution of special events such as benefits enrollment, staff retreat and staff appreciation.
* Support and facilitate leadership and management trainings.
* Serve as point person for timecards and serve as back up to payroll as needed.
* Assist with HR projects as needed.

# Credentialing

* Responsible for organizing, maintaining, and verifying all aspects of the credentialing process for healthcare practitioners in compliance with FQHC standards and all legal and regulatory policies and procedures.
* Research and gather data for and complete provider credentialing and recredentialing applications; monitor applications and follow-up as needed.
* Audit paperwork such as applications and licensing documentation for accuracy.
* Maintain copies of current state licenses, DEA certificates, malpractice coverage and any other required credentialing documents for all providers.
* Maintains provider contract files.
* Set up and maintain provider information in online credentialing database.
* Track license and certification expirations for all providers to ensure timely renewals.
* Process applications for appointment and reappointment of privileges to the appropriate agencies.
* Ensure Credentialing Policy and Procedure is followed and make suggestions for updates as needed.
* Provide credentialing and privileging verifications.
* Maintain confidentiality of provider information.

# OTHER DUTIES AND RESPONSIBILITIES:

* Attend required internal meetings, trainings, and events.
* Other duties as assigned.

# EDUCATION AND EXPERIENCE:

**Minimum Education:**

* Bachelor’s degree (or equivalent) required, preferably in Human Resource Management, Workforce

Development, Human Services, Organizational Management, Leadership, or related field.

# Minimum Experience:

* Two years experience working in human resources required.
* Three years of experience, including specific experience in recruiting, onboarding, and organizational development, preferred.
* Healthcare experience and provider credentialing preferred.

# Certification:

* SHRM-CP, SHRM-SCP, or PHR preferred.
* Registered Health Information Technician (RHIT) or Certified Provider Credentialing Specialist (CPCS) preferred.

# KNOWLEDGE, SKILLS, & ABILITIES:

* Knowledge and understanding of current health care laws and regulations pertaining to credentialing requirements and regulations related to human resources administration.
* Knowledge of medical licensing and certification requirements as they are updated.
* Strong research skills to gather pertinent information.
* Excellent oral and written communication skills.
* Excellent organizational skills and attention to detail.
* Excellent time management skills with ability to meet deadlines.
* Excellent interpersonal and customer service skills.
* Ability to research and analyze data.
* Ability to work independently with minimal supervision.
* Ability to establish and maintain effective working relationships with providers, management, coworkers, and external contacts.
* Proficient use of Microsoft Office applications (Outlook, Word, and Excel).
* Understanding of human resource principles, practices and procedures, especially related to regulatory requirements.