



## POSITION PROFILE

# Senior Director, Talent Acquisition

## Erie Family Health Centers

Chicago, IL (Hybrid on site and remote)



# OVERVIEW

Erie Family Health Centers (Erie) is ranked #1 for Quality out of 45 community health centers in Illinois. Founded on Erie Street in Chicago in 1957, Erie is a community health resource that provides compassionate primary healthcare services. Serving more than 88,000 patients via 370,000 visits annually, the Erie network of 13 sites in Chicago and the surrounding suburbs includes 7 primary care centers, 5 school-based health centers, and a unique health center that serves only adolescents and young adults. They deliver high-quality, culturally competent, bilingual, comprehensive primary medical and dental care that responds to the needs of each community. They are also home to the oldest HIV/AIDS prevention and care program in the region, Lending Hands for Life. Erie's highly skilled providers, innovative partnerships, and forward-thinking approach make it a national leader for the provision of community-based healthcare. The U.S. Department of Health and Human Services (DHHS) provides substantial support to Erie under its Community Health Center Program.

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[eriefamilyhealth.org](http://eriefamilyhealth.org)



## Strategic Vision

- ✦ Provide an Outstanding Patient Experience
- ✦ Invest in Whole Person Health to Advance Equity and Improve Outcomes
- ✦ Generate Value with New Payment Models
- ✦ Expand Impact in Communities through Sustainable Growth
- ✦ Invest in Current and Future Employees

## Recognition

- ✦ Ranked #1 for Quality out of 45 community health centers in Illinois.
- ✦ Erie ranks among the top 10% of 1,400 health centers nationally.
- ✦ Erie has been named a Top Workplace five times by the Chicago Tribune.

## Metrics

- ✦ \$106M revenue in 2021
- ✦ 88K patients served annually and growing to 100K patients
- ✦ 875 full-time employees



# ROLE SUMMARY

Heading into an exciting new chapter with expanding services and facilities, Erie Family Health Centers seeks a mission-driven, strategic, and hands-on Director of Talent Acquisition. Reporting to and partnering with the Vice President of Human Resources, the Senior Director of Talent Acquisition will be responsible for leading Erie's talent acquisition function. This includes recruitment and selection of new leaders, clinical, back-office, and operations employees who support Erie's mission, values and overall performance. Beyond managing the day-to-day recruiting operations, they will drive the talent acquisition strategy to optimize Erie's employee retention and success. As such, they will design the recruitment process, manage the organization and set key performance indicators.

They will have a proven ability to lead a diverse team of dedicated talent acquisition staff. This team currently includes one manager, responsible for provider recruitment; two Talent Acquisition Specialists; and one Talent Acquisition Associate. In addition, as an internal service provider, they will collaborate closely with the COO and Chief Clinical Officer as well as other Senior and Executive Leaders, Provider Leaders, Department and Administrative Directors, and Human Resources, and external recruitment resources.



## Primary Responsibilities

The responsibilities for the new Senior Director of Talent Acquisition include, but are not limited to the list below:

### ✦ Strategy:

- Develop, articulate, and execute an enterprise recruiting strategy and compelling vision of the future to lead full cycle recruiting support across the enterprise to attract and recruit best-in-class talent.
- Lead the overall strategy, development and direction of Erie's Talent Acquisition programs, processes and systems to deliver innovative, efficient, cost-effective capabilities to source and accurately select talent in a timely manner.
- Leverage expertise about the external environment and market in order to help shape the overall workforce strategy.
- Proactively address emerging hiring needs including human capital planning.
- Understand business trends and needs and act as a trusted advisor and thought leader on operational and strategic recruitment issues.



#### ◆ **Collaboration:**

- Directly engage and partner with leaders across the enterprise to understand priorities and develop strategies to attract, evaluate, and select the best talent to meet Erie's objectives.
- Build a strong, collaborative partnership with HR and internal hiring managers to execute on key human capital initiatives and deliverables.
- Work to quickly build effective relationships, trust and credibility at all levels across the enterprise.
- Be (internal) customer-focused and responsive to the needs of each constituent.

#### ◆ **Recruitment**

- Design, define, and oversee candidate sourcing strategies including referral programs, social and professional networking, advertising, university/hospital relations programs, external recruiters, social media strategies, and more.
- Develop and implement an external employment branding strategy in partnership with Communications/Marketing, ensuring the organization effectively communicates its compelling story and value proposition.

#### ◆ **Operational Management:**

- Develop and deliver enterprise-wide recruitment solutions and provide clear leadership to the Talent Acquisition team.
- Meet the strategic workforce goals and objectives for multiple sites.
- Maintain awareness of, recommend and drive the implementation of tools, technology and processes designed to improve productivity, efficiency, drive the best hiring decisions and create a superior candidate experience.
- Ensure that the organization's Talent Acquisition processes are strategic, inclusive, fair and efficient across all areas of the business including high-volume hourly, medical provider, corporate, and leadership roles.
- Assist in preparation and administration of the department budget.

#### ◆ **People Management:**

- Lead, develop, and mentor talent acquisition team members and set targets and performance expectations for all personnel under purview.
- Serve as a player-coach and engage, inspire, lead and develop a high-performing, customer-focused team.
- Create a culture of responsiveness to internal customers and candidates.
- Form a close working relationship with internal and external stakeholders including advisors and community partners.

◆ **Tracking and Measurement:**

- Develop data and metrics to measure recruiting and hiring success.
- Report regularly on the results.
- Use the insights to adjust strategy and tactics.
- Regularly seek feedback regarding the effectiveness of the Talent Acquisition team.

◆ **Compliance:**

- Interpret, administer and ensure all Talent Acquisition policies and processes are compliant with federal and state regulations regarding employment and equal opportunity laws and any collective bargaining agreements.
- Incorporate Erie's Diversity Equity & Inclusion policies into all aspects of Talent Acquisition programs.

◆ **Mission:**

- Focus on continuing to make Erie a compelling destination for talent, bringing the right talent into the organization in an efficient and effective manner, while ensuring the approach aligns to Erie business strategy, mission, vision and values.



# REQUIRED QUALIFICATIONS AND EXPERIENCE

The ideal candidate for Senior Director of Talent Acquisition will have a comprehensive understanding of talent acquisition and will possess a bachelor's degree. They should have ten or more years of work experience including at least two years of managing talent acquisition preferably in a healthcare provider setting. SHRM and/or HRCI certification is desirable. In addition to the above, Erie seeks the following professional and personal qualities, skills, and characteristics:

## Professional Requirements

### Talent Acquisition/Recruiting Experience

The Senior Director of Talent Acquisition will have experience and demonstrated success developing and leading a centralized, large-scale, high-volume Talent Acquisition operation with multiple workforce groups. They are highly knowledgeable of external workforce trends, demographic shifts in workforce composition, and leading practices to attract talent in a highly competitive talent environment.

They will have the skills to create an overall strategy for talent acquisition and managing a diverse and inclusive talent pipeline for various levels of roles. They will have experience leading strategic workforce planning initiatives and will possess the critical thinking required to interact with the Executive Leadership Team and Erie's clinical leadership. Moreover, they should have knowledge of and experience in processes for recruiting and vetting candidates along with hiring and onboarding selected candidates. They will have experience and knowledge of insourced and outsourced Talent Acquisition models. In addition, they can lead and leverage digital recruitment solutions and have hands-on experience with recruiting technology and tools such as job posting websites, pre-hire assessment tools, and candidate referral and branding tools. They will bring knowledge of employment practices and the ability to analyze and interpret relevant laws, statutes, regulations, policies and collective bargaining agreements.

## Organization / Process Management

The Senior Director of Talent Acquisition will have experience leading and managing dispersed high-performance / outcomes-focused teams with a customer-centric approach. They will have strong analytical skills, with demonstrated ability to utilize evidence-based data and metrics to inform decision-making and drive accountability within the organization. They will bring an in-depth understanding of and experience with implementing best practices, automation, tools, platforms and systems within the Talent Acquisition space and the ability to implement and drive adoption of these new processes, tools, and technologies. They should have a demonstrated ability to develop or enhance recruitment programs, policies, and procedures to improve overall operations and organizational effectiveness..

## People Management

It is crucial that this person can attract, develop and mentor a talented professional staff. This includes promoting a culture of teamwork and achievement while motivating staff members to fulfill obligations. They will be a builder with the ability to decisively set priorities, delegate responsibilities, assure accountability, and allocate resources to ensure results.

## Other desired skills for this role include:

### Strategic Thought Partner

The Senior Director of Talent Acquisition will be a strategic thought partner with a solid understanding of the strategies needed to advance and sustain Erie in a complex and dynamic market.

They will have strong business acumen to be able to effectively influence all levels of the organization and deliver practical solutions to meet business requirements. A great listener and sound problem solver with excellent reasoning skills, this executive has the ability to understand and deal with complexities and creatively overcome obstacles to achieve goals.

### Collaborative Relationship Builder and Expert Communicator

The Senior Director of Talent Acquisition will be able to lead through Influence. They will foster trust and collaboration among team members. They should come from a collaborative environment and be accustomed to working closely with internal and external partners. They are able to manage across a host of different personalities ranging from recruitment needs for doctors to call center agents at multiple levels of the organization. They will be responsible for creating a supportive and inclusive working environment, facilitating the exchange of diverse perspectives, and supporting Erie's DEI initiatives that reflect the organizational values and the communities served. The Senior Director of Talent Acquisition will need to be a skilled communicator with strong written and oral communication skills as well as excellent customer service skills. In addition, they should possess the cultural competency required for a community-based health care provider serving a diverse community.

## Customer-Service Orientation

To be successful, the Senior Director of Talent Acquisition will need to lead and build a highly professional, data-driven organization that delivers high service to internal clients consistently across the Talent Acquisition team. They will need to create workforce pipeline programs, provider hiring calendars and an effective applicant tracking system. They will need to proactively develop and report metrics to track recruitment, acceptance, retention and turnover and provide transparent reporting on results to the rest of the organization. A culture of customer service will need to be modeled and instilled across the Talent Acquisition team.

## Learning mind-set

Erie is a growing organization and is looking for a results-driven leader who is eager to continue learning. They must be comfortable with a rapid rate of change and have the ability to learn quickly and adapt. Healthcare is a changing environment, and the Senior Director of Talent Acquisition will need to roll up their sleeves and become deeply involved in all aspects of the business in order to provide hands-on support across the full scope of recruitment needs from doctors, nurses and medical assistants to clinic staff and call center operators as well as business and administrative employees. This requires a combination of strategic and practical thinking with strong execution skills and an attention to detail.

## Passion for the Mission

Erie's team members are driven by the opportunity to provide healthcare for the Chicago area community. The Senior Director of Talent Acquisition will have a sincere, demonstrated passion for the mission and for providing innovative recruitment solutions in support of a dynamic, fast-moving, patient-centric environment. Successful candidates will have a bias towards action. Energized by the history and the future of Erie, they will be able to develop a powerful sense of shared purpose in others and motivate them to engage in the opportunities and challenges ahead to support Erie's growth. This is an individual with unquestioned integrity, ethics, and values; someone who can be trusted with highly confidential and sensitive information.

# EDUCATION

- ◆ Bachelor's Degree required.
- ◆ Graduate degree preferred.

# COMPENSATION AND BENEFITS

Salary is competitive and commensurate with experience. The salary range for this role is \$160,000–\$165,000 along with eligibility for a bonus of up to 7% as part of the FY23 incentive plan. As an Erie Family Health Center employee you will be eligible for our health and dental benefits, FSA, 401k, and paid parental leave. Relocation is an option.



# HIRING GUIDELINES

## ADA Statement

The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

## EEO Statement

Erie Family Health Center believes that all applicants and employees are entitled to equal employment opportunities and maintains a policy of nondiscrimination with respect to religion, color, sex, sexual orientation, national origin, age, veteran or marital status, or physical or mental disability or any other legally protected class in accordance with applicable law, except where a bona fide occupational qualification exists.

Erie will comply with all phases of employment including, but not limited to, hiring practices, transfers, promotions, benefits, discipline, and discharge.

## DEI Purpose Statement

Erie Family Health Centers believes that healthcare is a human right. We acknowledge the deep history of systemic oppression, racism, and discrimination that plagues our communities. We seek an organizational culture where the dignity and worth of each of our patients, staff, learners, and community partners are honored, and value is seen in everyone's unique differences. This includes providing opportunity and access for all people across differences of race, age, color, ethnicity, gender, sexual orientation, gender identity, gender expression, religion, national origin, migratory status, disability/abilities, political affiliation, veteran status, and socioeconomic background. We pledge to continually explore and advance the values of diversity, equity and inclusion across all levels of Erie Family Health Centers.

## COVID Statement

Full COVID vaccination required for employment.



# SEARCH TEAM

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## About Diversified Search Group

Diversified Search Group is a new model in the executive recruiting industry with a combination of specialty firms: Koya Partners, BioQuest, Diversified Search, Grant Cooper, Storbeck Search, and Alta Associates. Together, our firms harness our collective resources and expertise to collaborate across sectors, leveraging deep and broad industry knowledge with unparalleled access to highly diverse and expansive candidate networks. In 2021, Diversified Search Group was ranked in the top 10 executive search firms by Forbes for the fourth consecutive year.

For more information about Diversified Search Group, visit [diversifiedsearch.com](https://diversifiedsearch.com).