

Job Posting:

Director of Human Resources & Talent Development

(Full-Time Position in Northampton, MA or Rockville, MD)

CommunicateHealth is growing! In the past year, we doubled in size — and we expect to grow even more because demand for our services is on the rise. We're hiring an entrepreneurial and experienced human resources professional who is ready to help lead the organization. We need someone who is extremely organized, has an eye for talent, and knows how to build diverse, equitable, and inclusive teams.

Who We Are

CommunicateHealth is a mission-based consulting company that was founded on our belief that people deserve clear and simple information about their health. We help public and private sector organizations simplify health information by designing healthcare services, personal health tools, public health and emergency communications, and innovative interactive media. We employ a talented team of plain language writers, designers, developers, researchers, and usability specialists dedicated to creating health information and services that are attractive and easy to use. We're committed to making a difference in the world and in the lives of our employees, and we're committed to creating and maintaining a truly inclusive workplace that fosters the best in our people. Check us out at www.communicatehealth.com.

This is you

You are excited about helping people maximize their potential, and you thrive when developing a diverse and inclusive team of high performers. You think creatively and strategically about how building and implementing policies and procedures will allow individuals and the organization to succeed. You have been responsible for ambitious goals in a space that requires flexibility, problem solving, and innovation. You communicate well across audiences — from explaining complex HR or legal issues to non-lawyers to coaching junior managers on writing performance reviews to drafting jargon-free and accessible HR policies, personnel handbooks, and internal protocols.



You know how to cultivate a warm, supportive, and collegial environment that is also professional, productive, and results-oriented. You are passionate about helping us create the infrastructure and cultivate the culture that will keep this company growing.

What You Will Do

The core functions of this role include:

1. [Human Resources Oversight](#) – You will make sure we have the policies, procedures, and technology in place to allow us to do our jobs, interact with each other in positive and productive ways, and be compliant with the law. This means keeping up to date on industry trends and relevant federal, state, and local legislation, and taking action to implement and update company policies and procedures (including ADA accommodations, compensation policies, benefits policies, and diversity, equity and inclusion metrics) as needed.
2. [Hiring](#) - You will make sure that we are well positioned to identify, recruit, and hire the best talent. This means ensuring that we have a central set of systems and tools to make hiring run smoothly and to make sure our processes are inclusive and equitable. You will also monitor and anticipate staffing needs on an ongoing basis, make a particular effort to recruit candidates of color and indigenous candidates for our positions, and ensure that all hiring decisions are made consistent with our legal obligations and organizational priorities.
3. [Equity and Inclusion](#) – You will lead our efforts to ensure that our internal culture is one where all staff — in particular those with underrepresented identities — are able to contribute and thrive. This means developing and implementing organizational equity goals and action plans; identifying and troubleshooting areas where our systems and structures can be strengthened; and proactively working with staff to encourage collaboration and understanding across difference.
4. [Training & Development](#) – You will work closely with senior management to lead all aspects of staff development, including orientation and onboarding for new staff,



articulating expectations and paths for promotion where relevant, and otherwise managing the performance management process. You will coach, advise, and otherwise assist with corrective actions, difficult conversations, and separations. You will ensure that the organization is providing the appropriate training and developmental programs.

5. [Management and Leadership](#) – You will serve as a member of our Senior Management Team, modeling the culture and performance expectations we set and you help implement for everyone else. This will include managing your own staff, overseeing the relationships with our vendors, and also advising the Senior Management Team more generally on talent development, equity and inclusion efforts, retention and separation concerns, risk mitigation, and other human resources related issues. You will serve as an ambassador for the company and its values in your interactions.

Applying

This is a full-time, salaried position located in either our Northampton, MA or Rockville, MD office. We are not considering remote staff for this position.

We approach compensation the same way we approach other aspects of the employee experience — we want to be fair, open, and supportive of real life. We offer a flexible work schedule, work from home days, unlimited paid time off, and 13 paid holidays. We pay 80% of every employee's individual health benefits, subsidize 75% of our employees' family health benefits, match 4% of contributions to our 401k, and cover a basic life insurance plan. In addition, when the company succeeds, our employees succeed: we bonus employees throughout the year for jobs well done and reward every employee with annual company-wide profit sharing. The base salary for this position will be in the range of \$120,000 - \$130,000. We have clear and equitable compensation policies and an impressive track record of growing and promoting talent.





Please note that we are committed to workplace diversity and providing equal employment opportunities for all qualified applicants and employees. We are going to be especially excited about candidates who understand the unique nature of a mission-driven organization, have personally demonstrated success as a supervisor, bring a sophisticated understanding of all aspects of the HR function, are comfortable with digital-based work (especially digital project management and collaboration tools and video conferencing), and have a solid working knowledge of common operating systems and software including iOS for Mac.

If this all sounds like a good fit for you, please apply! Please send your cover letter and resume to jobs@communicatehealth.com.

As a federal contractor, we are required to ask applicants to submit a voluntary demographics form, at www.communicatehealth.com/company/contact/. No personnel selections are made based on this information.

