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Director of Organizational Effectiveness

The Director of Organizational Effectiveness works closely with the Executive Director to create an employee-oriented organizational culture that emphasizes equity, quality, and continuous improvement. The overarching goal for the Director of Organizational Effectiveness is to develop strategies to create an inclusive organizational culture which is a positive work environment, and promotes a high level of staff morale and motivation. It is estimated that 75% of this person's time will be spent on operations and execution, and 25% will be spent on strategic planning. This is a new position to the organization.

The Director of Organizational Effectiveness will oversee administrative functions to ensure efficient and consistent operations as the organization changes; ensure implementation of LCCR's policies and procedures and update/develop new policies and procedures to support organizational and program objectives; create a compensation scheme and work culture environment which aims to promote and retain staff; facilitate integration of anti-racist principles into organizational policies, procedures and planning, including recruitment, hiring and retention of a diverse workforce; and monitor LCCR culture so that it supports the attainment of LCCR's goals and promotes employee satisfaction.

Organizational Overview

The Louisiana Center for Children's Rights (LCCR) is a non-profit that fights to keep children out of the justice system so they can thrive in their homes and communities. We both represent individual children in their court cases and address the systemic issues that trap mainly poor, Black youth in the justice system.

Juvenile Defense: As the juvenile public defender in New Orleans, our Children's Defense Team represents over 90% of children in the city who come into contact with the juvenile justice system. We provide each child with a holistic team – a lawyer, social worker, investigator, and youth advocate – to address both the causes and consequences of an arrest.

Juvenile Life Without Parole: We represent the majority of Louisianans who are facing or serving life without parole sentences for crimes they committed as children, which the U.S. Supreme Court has ruled unconstitutional in all but the rarest cases. We know that children can and do change for the better, so we fight for their second chance.

State and Local Advocacy: We advocate for policies that reduce the number of children in the justice system and provide better alternatives to arrest and incarceration. For the kids who do enter the system, we support policies that keep them safe, protect their rights, and get them home as soon as possible. Oversee Creation and Implementation of Equitable HR policies and procedures.

Position Responsibilities

Oversee Creation and Implementation of Equitable HR policies and procedures

- Further develop LCCR's human resources and administration with a focus on promoting equity and inclusion through enhancing professional development, compensation and benefits, performance evaluation, training and recruiting
- Ensure implementation of LCCR's policies and procedures and update/develop new policies and procedures to support organizational objectives
- Design and facilitate the integration of anti-racist principles into organizational policies, procedures, and planning
- Develop diversity inclusion initiatives which are integrated across all activities listed below
- Communicate policies, procedures, programs and laws with all staff

Recruiting, Interviewing, Hiring, On-Boarding, Exiting

- Establish standard practices for recruitment and hiring in order to ensure diverse applicant pools and fair hiring decisions
- Create recruitment plans to ensure high-quality diverse hiring pools for open positions
- Oversee the creation and implementation of metrics, and standardized evaluator tools for applicants
- Define and implement interview protocols & create diverse interviewing committees
- Establish written interviewing procedures and develop guidelines/tips
- Oversee the creation of formal on-boarding procedure for new hires
- Ensure all new hires are provided appropriate training and orientation
- Work with supervisors to ensure that terminations are done respectfully and professionally
- Conduct exit interviews with all departing staff
- Create and maintain employee data and personnel files

Evaluation and Compensation

- Create a performance evaluation process which will be administered by Supervisors; train supervisors, and ensure proper implementation
- Ensure that individualized professional development plans exist for all staff
- Collaborate with Executive Director and staff to create and update salary and compensation structure
- Periodically analyze compensation in relation to overall budget, and through equity lens
- Periodically create and oversee process for updating/changing compensation structure

Employee Relations, Cohesion, and Satisfaction

- Determine and recommend employee relations practices necessary to establish a positive work environment, and promote a high level of staff morale and motivation
- Develop protocols to report grievances and strategies to solicit feedback from all staff, with particular focus on strengthening lines of communication between staff and upper level management
- Administer complaint procedure process, investigations, and ensure all necessary actions and plans are implemented
- Create and conduct protocols to determine employee satisfaction, e.g. climate surveys, focus groups, one-on-one check-ins

Required Qualifications

- Strong interpersonal communication skills within all levels of the organization
- Working knowledge and understanding of general human resources policies and procedures
- Ability to manage and prioritize multiple tasks while maintaining professionalism and showing good judgement
- Proven success coaching and partnering with managers
- Experience with recruiting, staffing, and workforce planning with an equity lens
- Passion for creating and maintaining a welcoming and inclusive environment for all employees
- Any qualifying combination of education, certification, and experience that demonstrates the ability to perform the duties of the Director or Organizational Effectiveness position
- A minimum of 3 years in the field of HR; a minimum of 5-7 years human resources or business operations

Preferred Qualifications

- Five (5) years experience as an HR generalist or working across multiple HR disciplines
- Four (4) years experience managing operational or project budgets
- Bachelor or Master's degree in Human Resources, Business, Social Science, Public Administration or related field

Salary and Compensation

The position offers a salary of \$65,000 to \$80,000 depending on years of experience and based on an established pay scale. LCCR offers employee benefits that include generous paid time off, health insurance, and parental leave. The position is full-time, and no other compensated work is permitted.

To Apply

Please provide a cover letter explaining your interest in the position, a resume, and three professional references to jobs@lakidsrights.org. Applications will be considered on a rolling basis until the position is filled.

LCCR values diversity and is an equal opportunity/affirmative action employer. People of color, women, LGBT persons, people with disabilities, and those directly impacted by the justice system are encouraged to apply for all positions.