



Director of Human Resources

Change Lives and Transform Communities – Join Our Human Resources Team!

Neighborhood Legal Services of Los Angeles County (NLSLA) provides free assistance to over 160,000 individuals and families each year through innovative projects that expand access to justice. We see the law as a powerful tool for social change, and we're looking for passionate individuals to help us fight for justice.

We value diverse perspectives and experiences, and we believe that a strong community is built through inclusivity. NLSLA is proud to foster an environment that welcomes individuals from all backgrounds and abilities, and we encourage all qualified candidates to apply.

About the Role

The Director of Human Resources is a key member of the Executive Team and plays a vital role in advancing NLSLA's mission, values, people and culture with exceptional personal sensitivity and skill. Providing guidance and expertise to the Leadership Team and human resources staff, the Director leads the organization in attracting, retaining, and managing human resources to meet the current and future needs of the organization. The Director of Human Resources will supervise and develop NLSLA's HR team members as required.

In this role, you will report to the Chief Operating Officer. This position is exempt.

What You'll Do

- **Organization Leadership & Strategy**
 - Shape and reinforce a workplace culture that reflects and advances the organization's mission and values.
 - Develop and implement both long-term and near-term strategies to attract, develop, and retain top talent.
 - Advise on compensation and benefits strategies to ensure the organization remain competitive in the employment market.
 - Provide strategic guidance on change management initiatives to support sustainable growth and organizational impact.
 - Develop and implement HR policies, initiatives, and training programs aligned with organizational priorities and evolving workforce needs.

- **Human Resources**

- Build and maintain an effective and efficient human resources infrastructure that promotes professional development and supports employee retention.
- Provide leadership and guidance in managing talent acquisition processes.
- Oversee the administration of employee benefits and leave programs in partnership with HR team members.
- Lead the organization's performance management strategy, including evaluation processes and leadership coaching.
- Design, oversee, and continuously improve the organization's human resources information system (HRIS).
- Coach and support managers in leading their teams, including developing work plans, addressing performance concerns, resolving workplace conflicts, and supporting professional growth.
- Serve as a welcoming, approachable, and trusted resource for employees, maintaining confidentiality and exercising sound judgment.
- Collaborate with departmental leaders to understand workforce needs, including the skills and competencies required for current and future roles.
- Analyze organizational trends and workforce data through HRIS and talent management systems to inform strategic decision-making.
- Ensure compliance with employment laws and regulations while proactively identifying and managing HR-related risks.
- Develop, update, and implement employment policies and procedures in accordance with federal, state, and local laws.
- Oversee compliance with the Collective Bargaining Agreement.
- Partner with Labor Counsel and the Executive Office to mitigate risk and address complex employment matters.

What You'll Need

- Bachelor's degree in Human Resources, Business Administration, or a related field required or equivalent experience.
- Minimum of 10 years of human resource experience.
- Proven leadership and management experience, with a minimum of 7 years experience supervising and developing staff.
- Excellent verbal and written communication skills.
- Exceptional interpersonal, negotiation, and conflict resolution skills.

- Strong analytical and problem-solving abilities.
- Demonstrated commitment to supporting people from different backgrounds and lived experiences.
- Ability to influence and guide organizational leaders on people strategy and workplace culture.
- Ability to serve as a trusted thought partner to leadership while effectively engaging employees across the organization.
- Detail-oriented with a strong focus on following processes and maintaining clear, consistent communication.
- Ability to design and deliver effective training programs for diverse employee groups.
- Strong organizational skills with the ability to prioritize responsibilities and delegate effectively.
- Demonstrated integrity, professionalism, and discretion when handling confidential information.
- Thorough knowledge of employment laws and regulations, with the ability to research and interpret regulatory requirements.
- Proficient with Microsoft Office Suite or related software.
- Experience with or the ability to quickly learn the organization's human resources information system (Paylocity) and talent management platforms.

Bonus Points if You

- Hold a PHR, PHRca, SHRM-CP or SHRM-SCP certification.
- Have senior or executive leadership experience.
- Demonstrate a strong commitment to serving low-income communities; experience in a mission-driven organization preferred.
- Have experience working in a professional services or legal services firm.
- Bring a passion for strengthening and evolving organizational culture.
- Believe that people are an organization's most important asset and are committed to building systems that support their growth and success.

Why You'll Love Working with Us

At NLSLA, we believe in supporting our staff as they grow in their careers and live balanced lives. We offer:

- **Competitive Salary:** \$145,000–\$163,000, based on experience.
- **Generous Time Off:** 15 paid holidays, 2 to 5 weeks of vacation depending on seniority, and 12 days of sick leave. Exempt employees are eligible for compensatory time in accordance with company policy.
- **Comprehensive Benefits:**
 - Medical, dental, and vision insurance with a variety of plan options.
 - Basic Life and AD&D Insurance, Long-Term Disability Insurance.
 - 403(b) retirement plan with employer contributions and options for voluntary contributions.
 - Monthly bilingual supplement for qualified employees. Note: Qualified employees with bilingual proficiency are expected to provide in-language assistance when feasible to support language access and in furtherance of NLSLA's mission. This expectation applies whether or not the employee receives the bilingual supplement.
- **A Culture of Inclusion:** We are committed to fostering a respectful, inclusive work environment where everyone can thrive.
- **Perks:** Technology reimbursement to help you stay connected and equipped to do your best work.

Apply Today

Are you ready to make a lasting impact on the lives of vulnerable families in Los Angeles?

Apply now to join our team and be part of a mission-driven organization dedicated to justice and equity. [Click here to apply](#). Please provide a cover letter, resume, and writing sample on the application.

We are excited to hear from you!

Equal Employment Opportunity Policy

NLSLA is committed to provide a work environment that respects the dignity and worth of each individual and is free from all forms of employment discrimination based on each and every characteristic protected under the law and beyond.

Decisions related to hiring, compensating, training, evaluating performance, promoting, or terminating are made fairly, and are based on job-related qualities and abilities. We provide equal employment opportunities to all qualified candidates and employees. We examine our unconscious biases and take responsibility for always striving to create an inclusive environment that makes every employee and candidate feel welcome.

We further expect every member of the NLSLA community to do their part to cultivate and maintain an environment where everyone has the opportunity to feel included and is afforded the respect and dignity they deserve.

We will consider for employment all qualified applicants, including those with criminal histories, in a manner consistent with applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance. Please note that, in limited circumstances, certain convictions may be considered incompatible with the responsibilities of specific roles, particularly where the safety and well-being of vulnerable client populations are a concern.

NLSLA's Commitments

We are committed to fostering a culture of inclusion and belonging within our organization and the communities we serve. We achieve this through:

- **Continuous Learning:** Cultivating cultural competency and humility among staff through ongoing training, open dialogue, and self-reflection.
- **Equitable Practices:** Regularly reviewing and revising policies, procedures, and decision-making processes to ensure fairness and access for all.
- **Strategic Resource Allocation:** Directing resources towards initiatives that empower communities.
- **Meaningful Community Engagement:** Partnering with the communities we serve to co-create solutions and foster trust.
- **A Respectful Workplace:** Providing a work environment free from discrimination and where every individual is valued, heard, and respected for their unique contributions.