

**Position:** Director of Talent Management  
**Locations:** Vallejo, CA or Durham, NC (Preferred)

## **EXECUTIVE SUMMARY**

Self-Help is a leading national community development financial institution headquartered in Durham, NC. In service of its mission to create and protect ownership and economic opportunity for all, Self-Help seeks applications for the role of Director of Talent Management. Reporting to the Executive Vice President of Human Resources and Administration, the Director will be charged with attracting, developing, and retaining mission-aligned talent across the organization. Through leadership of a team of recruiting, performance management, employee engagement, and staff development professionals, the Director will build upon and execute the overall talent strategy across Self-Help's diverse lines of service. They will have the opportunity to innovate around the organization's approach to staffing, internal capacity and culture building.

The ideal candidate will be a mission-driven professional with proven knowledge of best practices in recruitment and retention, learning and development, and employee engagement. They will bring demonstrated skills in critical thinking, coaching and mentoring, and collaboration with teams at all levels. They will bring an understanding of how equity, diversity, inclusion, and impact are integrated into talent management strategies and will have experience working effectively with persons from diverse cultural, social, ethnic, and geographic backgrounds. The successful candidate will be able to balance a tolerance for ambiguity with the skills to drive closure and have the ability to adapt quickly to change. They will be a compassionate and skilled strategist,

This position can be located in Durham, NC (preferred) or Vallejo, CA.

Self-Help is being supported in this search by Allison Kupfer Poteet, Melinda Hull, and Nureen Das of NPAG. Please see application instructions at the end of this document.

## **THE ORGANIZATION**

Since 1980, Self-Help has provided over \$7 billion in financing to 146,000 families, individuals and businesses. The organization helps drive economic development and strengthens communities by providing responsible financial services; lending to individuals, small businesses and nonprofits; developing real estate; and promoting fair financial practices across the nation. The Self-Help family of nonprofit organizations includes Self-Help Credit Union, Self-Help Federal Credit Union, Self-Help Ventures Fund and the Center for Responsible Lending. Through its credit union network, Self-Help serves over 145,000 people in North Carolina, California, Illinois, Wisconsin, Florida, and South Carolina. Learn more at [www.selfhelp.org](http://www.selfhelp.org), [www.selfhelpfcu.org](http://www.selfhelpfcu.org), and [www.responsiblelending.org](http://www.responsiblelending.org).

## **ESSENTIAL RESPONSIBILITIES**

Self-Help's Director of Talent Management will be responsible for designing and implementing an overall talent strategy that considers the unique and diverse needs of the various lines of service and geographies within the organization. The Director leads a team of human resource professionals with expertise in recruiting, staff development and employee engagement. The Director of Talent Management works collaboratively with other senior HR leaders to ensure that all of Self-Help's people practices reflect the organization's mission, values, and commitment to economic opportunity.

Specifically, the Director of Talent Management will:

- Collaborate with senior management and other leaders to set organizational priorities for talent management and lead the design and development of talent strategies to respond to those priorities;
- Serve as the organization's "thought leader" on talent; sharing best practices and innovations in recruiting, performance management, employee engagement, and staff development;
- Manage and mentor the Staff and Leadership Development Director, regional HR managers, Sr. Generalist, and recruiter.
- Collaborate with managers and HR staff to develop and execute talent acquisition strategies and methods that meet the needs of Self-Help's teams and lines of service;
- Plan and implement onboarding processes that effectively orient new staff;
- Ensure that high-quality staff development programs and services are consistently delivered, inspire staff to grow their skills and impact, and achieve results that meet the needs of Self-Help's teams and diverse lines of service;
- Create and facilitate innovative training workshops in areas of expertise as part of the staff and leadership development strategy;
- Design and implement performance management tools and engagement processes;
- Serve as a supportive sounding board and internal management coach;
- Support worker member councils and internal affinity groups;
- Ensure that all talent management processes and outcomes meet Self-Help's commitment to diversity, inclusion, and equity;
- Promote processes that encourage staff to share best practices internally and leverage data, workforce analytics and metrics, and benchmarking to make processes smarter and more efficient;
- Contribute to other processes and functions as needed.

## **QUALIFICATIONS OF THE IDEAL CANDIDATE**

The ideal candidate will possess many of the following professional and personal abilities, attributes, and experiences:

- A bachelor's degree, and significant management experience in human resources, organizational development and learning, and/or another field relevant to the responsibilities outlined above; master's degree preferred;
- SPHR and/or SHRM-SCP preferred;
- International Coaching Federation (ICF) or other coaching certifications a plus;
- Minimum of ten years of experience in planning, partnering, and overseeing the delivery of human resources services and operations, particularly in a fast-paced, multi-faceted, mission-oriented organization;

- Breadth and depth of knowledge and experience in talent acquisition, employee engagement, organizational development, and learning and an ability to advance equity and inclusion through such processes;
- Experience building organizational capacity, including opportunities for process and systems improvement;
- Highly developed emotional intelligence and the ability to use interpersonal skills in collaborative, supportive ways;
- An optimistic outlook, and the humor, integrity, patience, and perseverance necessary to support a diverse and mission-driven staff;
- Ability to adapt to a dynamic, multi-disciplinary staff and work environment;
- Excellent writing, analytical, and oral communication skills;
- Available for national travel (approximately 30% time) and;
- A demonstrated commitment to Self-Help's mission and core values.

## COMPENSATION

Competitive nonprofit salary, based on experience, plus a generous benefits package.

## APPLICATION

Due to the pace of this search, candidates are encouraged to apply as soon as possible. To apply, send a cover letter describing your interest and qualifications, your resume, and where you learned of the position to: [SH-DTM@nonprofitprofessionals.com](mailto:SH-DTM@nonprofitprofessionals.com). **In order to expedite the sorting and reviewing process, please type your name (Last, First) as the only contents in the subject line of your e-mail.**

More information about Self-Help can be found here: [www.selfhelp.org](http://www.selfhelp.org), [www.selfhelpfcu.org](http://www.selfhelpfcu.org), and [www.responsiblelending.org](http://www.responsiblelending.org).

Self-Help is committed to providing equal employment opportunities to all persons, regardless of race, religion, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression (including transgender status), age, sexual orientation, military and veteran status, class or family status.