

6/19/2024
Board Meeting Minutes

Board of Directors 2023-2024 Board of Directors

1. **Sandra Faulkner**, Chair, appointed by Pinellas County BOCC Brian Scott (sandyfaulkner@phcsa.net)
2. **Phil Phillips**, Vice-Chair, appointed by CSA Palm Harbor Advisory Board (philphillips@phcsa.net)
3. **Jenny Goad**, Treasurer, appointed by Pinellas County BOCC Charlie Justice (jennygoad@phcsa.net)
4. **Bill Mazurek**, Secretary, appointed by the PHL Advisory Board (billmazurek@phcsa.net)
5. **Ron Schultz**, appointed by Pinellas County BOCC Dave Eggers (ronschulz@phcsa.net)
6. **Dan Wendol**, appointed by ELCL Advisory Board (danwendol@phcsa.net)
7. **John Holbach**, appointed by Pinellas County BOCC Janet Long (johnholbach@phcsa.net)
8. **Bill Westwood**, appointed by ELYSA Advisory Board (billwestwood@phcsa.net)

Meeting Location

Location
Palm Harbor Library
2330 Nebraska Avenue
Palm Harbor, FL 34683

Location
Parks & Recreation - The Center
1500 16th Street
Palm Harbor, FL 34683

Location
East Lake Community Library
4125 East Lark Road
Palm Harbor, FL 34685

1. Meeting Opening by Sandra Faulkner, Chair
 - a. Meeting Call to Order: 6:04 pm
 - b. Pledge of Allegiance
 - c. Meeting Notice – confirmed.
2. **Roll Call:**
 - a. Board Members Present – Sandy Faulkner, Phil Phillips, Jenny Goad, Bill Mazurek, Ron Shultz, Dan Wendol, John Holbach, Bill Westwood
 - b. Quorum established. Yes No
 - c. Entities directors present: Matthew David, Lois Eannel, Mark Sanders, and Erica Lynford Kathy Wos (Matthew David)
 - d. PHCSA entities present as follows: Shelby Brennan, Ron Walker, Andy Salzman
 - e. Pinellas County representatives present: Nancy McKibben Assistant to the County Administrator, Commissioner – Dave Eggers
3. **Approval of Minutes** May 2024 (last months)
 - a. Adjustments to the minutes: Yes - as discussed, No - as discussed.
– **Motion to approve** – unanimous approval.
 - b. Audio / Video link: <https://youtu.be/-J3qfgumAWs>
4. **Agency Discussions / Approvals from last month:**
 - a. General discussion related to the open HR position(s), job description and reporting responsibilities.
 - b. **HR Oversight Committee** - Recommendation was discussed to establish a PHCSA Standing Committee to deal with concerns in a more real-time basis (escalation / de-escalation). Committee membership would be limited to three (3) Commissioner appointed PHCSA representatives. PHCSA Standing Committee Meetings would follow established 'Special Meeting' request protocols and would be open to the public.
 - **Motion to ...** Recommendation to establish a PHCSA Standing Committee commencing November 2024 for dealing with PHCSA escalations / de-escalation concerns as warranted.
 - **Motion approved** by Dan Wendol , **seconded** by Jenny Goad .
 - **Motion Open for Discussion** – Discussion focused on HR staffing support and entity directors' involvement during the escalation / de-escalation process.
 - **The Motion** was approved unanimously by the board.
5. **Public Comment/Presentations:**
 - a. Public comments offered: Yes No
 - b. Attachment (Public / Guest Sign-in attached)

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6. Treasurer's Report – Jenny Goad:

- a. Overview – Agencies monthly / year to date spending analysis verse established budget spending completed. Reported everything was in order.
- b. Jenny was presented with a 'Thank you for her service' plaque in recognition of her tenure on the PHCSA Board.
- c. John Holbach was appointed Treasurer effective immediately due to Ms. Goad resignation. John will serve the remainder of Ms. Goad's 2024 term.

7. Palm Harbor Parks & Recreation

- a. Monthly Financials Review
 - **Motion to approve** by Phil Phillips , **seconded** by John Holbach .
 - **Motion opened for discussion** – none.
 - **The motion** was approved unanimously by the board.
- b. Director's Report
 - **Motion to approve** by Phil Phillips , **seconded** by Jenny Goad .
 - **Motion opened for discussion** – Grand Opening for the Gaming Center – event was well attended by the public. 4 weeks into the summer camps – going very well to date.
 - **The Motion** was approved unanimously by the board.
- c. Old Business: none.
- d. New Business: none.

8. East Lake Recreation

- a. Monthly Financials Review
 - **Motion to approve** by Bill Westwood , **seconded** by Jenny Goad .
 - **Motion opened for discussion** – none.
 - **The Motion** was approved unanimously by the board.
- b. Director's Report
 - **Motion to approve** by John Holbach , **seconded** by Bill Westwood .
 - **Motion opened for discussion** – 3 socker teams advanced to the Florida Cup Championship , Concept planning meeting for the meadows - with the County next week.
 - **The Motion** was approved unanimously by the board.
- c. Old Business: none
- d. New Business: none

9. Palm Harbor Library

- a. Monthly Financials Review
 - **Motion to approve** by John Holbach , **seconded** by Jenny Goad .
 - **Motion opened for discussion** – none.
 - **The Motion** was approved unanimously by the board.
- b. Director's Report
 - **Motion to approve** by Jenny Goad , **seconded** by Bill Mazurek .
 - **Motion opened for discussion** – Introductions (marketing / volunteer coordinator), review upcoming programs / fundraising activities / Summerween.
 - **The Motion** was approved unanimously by the board.
- c. Old Business: none.
- d. New Business: A/C leaks impacting the library (due to the rains of late) – being resolved.

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10. East Lake Community Library

- a. Monthly Financials Review
 - **Motion to approve** by Jenny Goad , **seconded** by John Holbach .
 - **Motion opened for discussion** – none.
 - **The Motion** was approved unanimously by the board.
- b. Director's Report
 - **Motion to approve** by Jenny Goad , **seconded** by John Holbach .
 - **Motion opened for discussion** – Summer Concert was successful, discussed the Capital Campaign kick-off.
 - **The Motion** was approved unanimously by the board.
- c. Old Business: none.
- d. New Business: New LED Lighting currently being planned / scheduled. Service will be interpreted for up to four days. Closed to the public – staff will be on site.
 - **Motion ...** Motion to approve the request of Library closure for up to four (4) days to install LED Lighting.
 - **Motion approved** by Phil Phillips , **seconded** by Bill Westwood .
 - **Motion Open for Discussion** – none.
 - **The Motion** was approved unanimously by the board.

11. HR Director's Report:

- a. Monthly HR Report
 - **Motion to approve** by Jenny Goad , **seconded** by Bill Westwood .
 - **Motion opened for discussion** – Renewal Time currently underway – working with the entity directors.
 - **The Motion** was approved unanimously by the board.

12. Agency Items

a) Old Business

i. HR Coordinator Position

- a. **Motion ...** to except the HR job description as proposed / attached (Human Resources Coordinator) and shared reporting responsibilities to the entity directors.
 - **Motion approved** by Dan Wendol , **seconded** by Jenny Goad .
 - **Motion Open for Discussion** - none.
 - **The Motion** was approved unanimously by the board.
- b. **Motion ...** to amend the HR Coordinator job description to include 'other duties as assigned by the PHCSA Board' through the four (4) entity directors.
 - **Motion approved** by Dan Wendol , **seconded** by Phil Phillips .
 - **Motion Open for Discussion** – no further discussion.
 - **The Motion** was approved unanimously by the board.
- c. **Motion ...** to advertise a Full Time HR Coordinator Position as proposed.
 - **Motion approved** by Jenny Goad , **seconded** by John Holbach .
 - **Motion Open for Discussion** – entity directors will take the lead in advertising the position, interviewing prospective candidates as well as hiring recommendations.
 - a. The HR Coordinator will report directly to the entity directors. The entity director are responsible for performance management / annual review / salary recommendations.
 - b. Also discussed HR administrative activities going forward (in sourcing vs outsourcing activities).
 - c. Also discussed the needed administrative assistance position in support of the PHCSA Board and possibly HR Job Description / reporting responsibilities to be determined.
 - **The Motion** was approved unanimously by the board.

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b) Workshop

- I. Entity Directors salary range COLA Adjustment
 - **Motion ...** to amend the entity director’s salary range (top and bottom) by the annual COLA percentage.
 - **Motion approved** by John Holbach , **seconded** by Dan Wendol .
 - **Motion Open for Discussion** – no further discussion.
 - **The Motion** was approved unanimously by the board.
- II. Entity Directors 2024 Performance Evaluation
 - **Motion ...** to approve the amended Advisory Board Performance Review as attached to the packet (Directors Annual Performance Review Form-1, Revision 6/10/2024).
 - **Motion approved** by Dan Wendol , **seconded** by Phil Phillips .
 - **Motion Open for Discussion** – no further discussion.
 - **The Motion** was approved unanimously by the board.
- III. Advisory Board – Performance Evaluation Form for the Entity Directors 2024
 - **Motion ...** to approve the amended Advisory Board Performance Review as attached to the packet (Directors Annual Performance Review Form-1, Revision 6/10/2024).
 - **Motion approved** by Dan Wendol , **seconded** by Phil Phillips .
 - **Motion Open for Discussion** – general clarification discussion highlighting the changes and scoring.
 - **The Motion** was approved unanimously by the board.
- IV. Entity Director – Self Evaluation Form
 - **Motion ...** to require the entity directors to perform a self-evaluation using the amended Advisory Board Performance Review (Directors Annual Performance Review Form-1, Revision 6/10/2024).
 - **Motion approved** by Dan Wendol , **seconded** by Bill Mazurek .
 - **Motion Open for Discussion** – discussion on the forms content, usage across all entity directors and section 8/9 specific questions related to library and Park & Rec.
 - **The Motion** was approved unanimously by the board.
- V. PHCSA Board – Directors Performance Review Form
 - **Motion ...** to require that each of the PHCSA Board Directors conduct a review of directors.
 - **Motion approved** by Dan Wendol , **seconded** by Jenny Goad .
 - **Motion Open for Discussion** – Discussion of what other pertinent questions from a PHCSA Board perspective would add value to annual review process. Discussed logistics, timing, content, exchange of ideas and consolidation of the feedback. Also discussed was the HR Coordinator’s role with respect to the annual performance review process (TBD).
 - **The Motion** table for next meeting. Dan to forward potential questions for consideration.
- VI. PHCSA Board Timetable for Entity Director Reviews
 - **Motion ...** to require all Director Board Performance Review submissions to be received by the HR Coordinator **November 1st** (Advisor Board Reviews, PHCSA Reviews , Director Self-Reviews and finalized Commissioner Budget Presentation).
 - **Motion approved** by John Holbach , **seconded** by Dan Wendol .
 - **Motion Open for Discussion** – general discussion outlining logistics, deliverables, and timing.
 - **The Motion** was approved unanimously by the board.
- VII. Director Merit Raises and Bonuses
 - **Motion ...** To remove salary / wage recommendations from the Advisory Board responsibility.
 - **Motion approved** by John Holbach , **seconded** by Jenny Goad .
 - **Motion Open for Discussion** – discussion focused on past experiences, current pit falls and the ideal state going forward. Performance Review vs. Salary / Wage recommendations need to be separate activities – Advisory Boards are responsible for the director’s performance review.
 - **The Motion** was approved unanimously by the board.

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- VIII. Recommended Salary Ranges / Merit Increase and Bonus timetable
- **Motion ...** to conduct a workshop on November 14th – where we (PHCSA Board) will finalize the performance reviews for the entity directors and discuss potential salary / wage adjustments.
 - **Motion approved** by Phil Phillips , **seconded** by John Holbach .
 - **Motion Open for Discussion** – none.
 - **The Motion** was approved unanimously by the board.

c) New Business

I. Director Salary structure assessments

- **Motion ...** to have HR conduct a salary assessment of the entity directors annually.
- **Motion approved** by Jenny Goad , **seconded** by John Holbach .
- **Motion Open for Discussion** – general discussion and timetable reviewed.
- **The Motion** was approved unanimously by the board.

II. Holiday and Bereavement consideration for part-time employees.

- **Motion ...** to approve holiday and bereavement pay for part-time employees at a half-time payout rate (4 hours vs. 8 hours) effective October 1st.
- **Motion approved** by Phil Phillips , **seconded** by John Holbach .
- **Motion Open for Discussion** – general discussion. Part Time employees regularly scheduled / on call or working 20 hours per week shall be eligible.
- **The Motion** was approved unanimously by the board.

III. Leave without pay for Part-Time employees.

- **Motion ...** to establish a PHCSA leave of absence policy for employees.
- **Motion approved** by Phil Phillips , **seconded** by John Holbach .
- **Motion Open for Discussion** – Discussion, establishing a formal policy for part time employees with regards to approving a leave of absence.
- **The Motion** tabled - pending finalization of the written policy.

15. Monthly Liaison Report

Currently reviewing Policies, Procedures and Rules (over the past 5 years)

- I. Looking into Advisory Board roles and responsibilities
 - a. Bylaws
 - b. Best Practices
- II. Policies gap assessment and review underway.
- III. The goal is to have a standardized process for PHCSA.
 - a. September Review

Designation of Next Regular Meeting: 7/17/2024 at Parks and Recreation (Harbor Hall), 6:00 p.m.

- **Motion to adjourn.**
- **Motion approve** by Phil Phillips , **seconded** by Bill Westwood .
- **Motion Open for Discussion** - none.
- **The motion** was approved unanimously by the board.

P H C S A

Palm Harbor Community Services Agency, Inc.

Elected Official Sign-in Sheet

Name	Office	Representing
Dave Egan	BOCC	

PHCSA

Palm Harbor Community Services Agency, Inc.

Director Name: Choose an item.

Evaluation Date: Click or tap to enter a date.

This evaluation is for the 12-month Performance Evaluation (10/1/23 – 9/30/24) and helps determine the degree of accomplishment based on expected performance and the Annual Plan of Service.

RATING: 5 – Role Model, 4 – Highly Effective, 3 – Effective, 2 – Needs Improvement, 1- Unacceptable

This rating system is to be used as a guide in determining the Director’s overall performance.

Definition of Ratings
5 - Distinguished Performance and Role Model Status: <i>Clearly and consistently demonstrates extraordinary and exceptional accomplishment in all major areas of responsibility. Performed above and beyond expectations under exceptional circumstances during the review period. Others rarely equal performance of this caliber in similar roles (2.14%).</i>
4 - Superior/Highly Effective Performance: <i>Performance is continually and consistently superior and regularly goes beyond what is expected. An exceptional contributor whose performance exceeded expectations on a consistent and sustainable basis (13.6%).</i>
3 - Fully Successful/Effective Performance: <i>Performance consistently meets the critical requirements of the position, continually achieves preset goals and performs with distinction. Incumbent performance is reliable and consistent in adding value to the work unit (68.3%).</i>
2 - Partially Successful Performance/Needs Improvement: <i>Performance does not consistently meet or occasionally falls below what is required of the position; improvement in specific areas is required (13.6%).</i>
1 - Unsuccessful/Unacceptable Performance: <i>Performance fails to meet minimum expectations for this role, and immediate and sustained improvement is required (2.14%).</i>

(To use this as a drop down from; click in the noted places ‘CLICK’. Then either type your response where indicated or choose from the numerical dropdown).

Step 1: Upon completion of the Advisory Board evaluation and consensus achieved it will be necessary to summarize the Directors overall performance result / including any commentary and measurable recommendations to the PHCSA Board.

Step 2: The completed performance review must be signed / dated by the Advisory Board Chair and PHCSA Board representative. HR to distribute completed performance review to the PHCSA Board.

Step 3: Entity Directors will be given an opportunity to summarize Annual Goals, Objectives and Results Achieved to the PHCSA Board. PHCSA Board may provide feedback on individual performance reviews as well as annual goals attainment. PHCSA Board shall approve the overall Performance Review Results.

Step 4: The Advisory Board Chair, PHCSA Board representative will review the results with the entity Director. Director may add comments, clarification and support data / additional information as needed. The Director shall sign and date that he/she received the evaluation.

Step 5: Signed evaluation will be submitted to HR and retained.

1) ESTABLISHED GOALS/OBJECTIVES:

List Approved Fiscal Yearly Goals & Objectives and Results Achieved during the year:

2) MEASURABLE RECOMMENDATIONS AND OUTCOME ASSESSEMENT (*Improvements Identified*)

List Last Years Recommendations and Outcome Assessment and Improvement Results Achieved:

3) CUSTOMER FEEDBACK (*Star Rating*)

<i>Quarter 1 Results</i>	<i>Quarter 2 Results</i>	<i>Quarter 3 Results</i>	<i>Quarter 4 Results</i>
Choose an item.	Star Rating	Star Rating	Star Rating
<i>Total # of Responses</i>	<i>Total # of Responses</i>	<i>Total # of Responses</i>	<i>Total # of Responses</i>
Choose an item.	Choose an item.	Choose an item.	Choose an item.
Additional Customer Feedback Commentary:			

4) GENERAL POSITION ASSESSMENT

Fillable click here	Director adequately establishes short and long-term goals/objectives for his/her facility and communicates their priority to PHCSA and their Advisory Board to assist them in decision making regarding focus, prioritization and expenditures required to help achieve them.
Fillable click here	Director communicates issues and relevant community topics that arise within the operation of their facility that they feel should be of concern PHCSA and their Advisory Board, in a timely, concise, and thorough manner.
Fillable click here	Director prepares the annual budget in a timely manner to cover all necessary expenses as well as reserved funds for unanticipated contingencies to present to PHCSA and their Advisory Board prior to submitting to the Board of County Commissioners
Fillable click here	Director deliver results throughout the year. How effective was she/he in meeting and delivering results per the annual as well as long range plan with PHCSA, Advisory Board and staff involvement.
Fillable click here	Director develops, submits and implements a clearly defined set of personal yearly performance goals and objectives. (i.e. Annual Plan of Service)
General Position Assessment Supporting Comments as follows:	

5) MANAGEMENT / ADMINISTRATIVE

Fillable click here	Director communicates with Director counterparts within the PHCSA organization and those under the management of PHCSA to exchange ideas and opportunities to consolidate resources and efforts to achieve centricity and continuity in policy.
Fillable click here	Director identifies the premises liability issues such as hazardous property conditions and handles them in a timely and safe manner.
Fillable click here	Director effectively coordinates and communicates key issues and activities among all the entity's governing Boards and Councils?
Fillable click here	Director readily identifies personnel issues and address them in a timely basis per the PHCSA Employee Handbook.
Fillable click here	Director ensures the efficient and effective functioning of the facility through delegation to the staff and/or outside service vendors.
Fillable click here	Director develops effective lines of communication with staff through meetings, written and verbal communications.
Fillable click here	Director motivates and enables the staff to develop their skills through continuing education, workshops and seminars
Fillable click here	Director demonstrates sufficient ability to discipline staff and is accomplished in counseling in a constructive manner and in accordance with the PHCSA Employee Handbook.

Fillable click here	Director works to develop relationships with other community/state/national organizations to promote their facility
Fillable click here	Director demonstrates patience and understanding and that he/she can interact in a "business like" manner with staff and volunteers.
Fillable click here	Director solicits input and feedback from staff, community members and governing Advisory Board to help improve the facility
Management / Administrative Supporting Comments as follows:	

6) FINANCIAL

Fillable click here	Director identifies opportunities to utilize resources with user groups and outside organizations to generate revenue.
Fillable click here	Director continually seeks for ways to reduce expenses without jeopardizing overall operational performance, safety or customer satisfaction.
Fillable click here	Director takes initiative to obtain knowledge in the existence, availability, and accessibility of programs/grants that may present opportunities for financial funding for his/her facility
Financial Supporting Comments as follows:	

7) PROFESSIONAL AND OUTREACH

Fillable click here	Director takes initiative to search out and participate in educational opportunities unique to his/her industry and/or professional background that will develop his/her knowledge base.
Fillable click here	Director takes initiative to develop his staff, volunteers as well as detailing an annual succession planning guide for the organization.
Fillable click here	Director shows interest in participating in industry trade associations or professional organizations that will broaden his/her knowledge and stay abreast of industry trends and technology changes.
Fillable click here	Director demonstrates positive public service attitude and takes extra initiatives to make patrons feel welcome.
Fillable click here	Director takes efforts to act as spokesperson for their facility to foster community relations through the press, attendance at civic gatherings and outreach in the community.
Professional & Outreach Supporting Comments as follows:	

8) LIBRARY SPECIFIC (check box when applicable)

Fillable click here	Director keeps current with knowledge, skills and trends relevant to public libraries and librarianship in general.
Fillable click here	Director determines patron needs/wants and translates these into appropriate acquisitions and services.
Fillable click here	Director helps library personnel in performing their duties.
Fillable click here	Director develops, implements and monitors a clearly defined set of personnel performance goals for Library management and staff. (i.e. Annual Plan of Service).
Fillable click here	Director plans, implements, coordinates and maintains a high level of program support and service level throughout the year.
Fillable click here	Director develops partnerships with other community organizations to expand/enhance Library services.
Library Specific Additional Comments as follows:	

9) PARKS AND RECREATION SPECIFIC (check box when applicable)

Fillable click here	Director oversees that the buildings, grounds and fields are adequately maintained within the imposed budgetary constraints.
Fillable click here	Director plans, implements, coordinates and maintains a high level of program services.
Fillable click here	Director advises upon acquisition/design and construction of recreation areas, buildings and fields.
Fillable click here	Director develops partnerships with other community organizations to expand/enhance leisure time activities.
Fillable click here	Director develops, implements and monitors a clearly defined set of personnel performance goals for Library management and staff. (i.e. Annual Plan of Service).
Parks & Recreation Supporting Comments as follows:	

PERFORMANCE REVIEW SUMMARY:

Based upon the preceding evaluation sections, and supporting commentary, select the Director’s overall performance for this evaluation period below.

(OVERALL RESULT Rating: choose the overall summarized rating from the pull-down ‘Choose an item.’ below)

1. OVERALL RESULT RATING:	Choose an item.
2. OVERAL SUPPORTING COMMENTARY:	a)
3. ‘LIST’ MEASURABLE RECOMMENDATION AND OUTCOMES FOR THE <u>UPCOMING YEAR</u> :	a)

----- Required Signatures -----

	Click or tap to enter a date.
Advisory Council / Board Chair Signature	Date
	Click or tap to enter a date.
PHCSA Advisory Council / Board Representative Signature	Date
	Click or tap to enter a date.
Directors Signature <i>(Signature reflecting the performance review was given on the date as indicated)</i>	Date
Directors Performance Review Commentary / Feedback:	

P H C S A

Palm Harbor Community Services Agency, Inc.

Human Resources Coordinator – F/T

Pay Range: \$24 - \$33 / hour

Commensurate with experience

The duties below are representative of the duties of the position and are not intended to cover all the duties performed by incumbents of any particular position.

Position Overview: We are seeking a dedicated HR Coordinator to join our non-profit organization and contribute to our mission-driven work. Palm Harbor Community Services Agency is comprised of four entities in north Pinellas County – Palm Harbor Library, Palm Harbor Parks and Recreation, East Lake Community Library, and East Lake Parks and Recreation; the organization has approximately seventy-five employees. The HR Coordinator will play a vital role in supporting our staff and ensuring a positive work environment. This position involves various HR functions, including onboarding, employee relations, benefits administration, and HR policy enforcement.

DUTIES AND RESPONSIBILITIES

Compliance and Training:

- Review, track, and document compliance with mandatory and non-mandatory training, continuing education, and work assessments. This includes safety training, anti-harassment training, and other training for managers and staff at all levels.

Hiring Process Support:

- Maintain up-to-date files for all entity job descriptions.
- Update universal required language for job descriptions.
- Conduct or acquire background checks and employee eligibility verifications.
- Maintain relevant records and paperwork.
- Call references and provide feedback for job description language when requested.

Onboarding and Employee Recognition:

- Implement new hire onboarding and support employee recognition programs.
- Maintain and update the organization-wide employee manual and other policies in coordination with all four entities.
- Ensure all employees complete any required introductory and ongoing training.

Payroll and Benefits:

- Ensure payroll needs are met, including biweekly approval, ongoing reports, special reports, and entity-approved updates to pay rates and benefits.
- Administer and execute human resource programs including compensation, benefits, retirement, and leave; disciplinary matters; disputes and investigations; performance tracking; talent management; productivity, recognition, and morale support; occupational health and safety; and organization-wide training and development.
- Maintain and update relevant organization-wide forms and systems such as those used for performance evaluation and workplace safety incidents.
- Oversee the administration of the workers' compensation program in collaboration with individual entities.

Employee Relations:

- Handle employment-related inquiries from applicants, employees, and supervisors, referring complex and/or sensitive matters to the appropriate staff.
- Attend and participate in investigations and employee disciplinary meetings and terminations; support entities with documentation and guidance.
- Collaborate with the PHCSA Board oversight committee on escalated conflicts.

Compliance and Best Practices:

- Maintain compliance with federal, state, and local employment laws and regulations, and recommended best practices.
- Review policies and practices to maintain compliance.
- Stay updated on trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law.

Communication and Collaboration:

- Communicate with entity directors when additional hours, assistance, expertise, and resources are needed to execute duties.
- Utilize the services of the PHCSA attorney as appropriate.
- Develop occasional scopes of work for contract services, subject to approval by entity directors.
- Serve as the liaison to HR-related vendors/benefit providers on behalf of PHCSA.
- Provide ongoing and special reports/analytics to the four entity directors.

Other Duties:

- Perform other duties as assigned, including support for the Administrative Coordinator.
- Maintain a basic level of knowledge for business practices to occasionally support the Administrative Coordinator.

EDUCATION AND EXPERIENCE

- Bachelor's Degree in Human Resources, Business Administration, or related field.
- HR experience, preferably in a non-profit or mission-driven organization, including recruitment, employee relations, performance management, benefits administration, and compliance.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent verbal and written communication skills.
- Excellent interpersonal, negotiation, and conflict resolution skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Ability to act with integrity, professionalism, and confidentiality.
- Knowledge of employment-related laws and regulations.
- Proficient with Microsoft Office Suite or related software.
- Proficiency with or the ability to quickly learn/manage talent management systems.
- Willingness and ability to travel regularly to all four entities.

LICENSES, CERTIFICATIONS, OR REGISTRATIONS

- Must possess a valid Florida driver's license.

ADDITIONAL REQUIREMENTS

- **Drug-Free Workplace:** Palm Harbor Services Agency, Inc. is a drug-free workplace in accordance with Federal and Florida Law.
- **ADA Statement:** A qualified employee or applicant with a disability may be afforded a reasonable accommodation to perform the essential job functions of a position in compliance with the Americans with Disabilities Act.
- **Special Requirements:** Employment contingent upon passing a criminal convictions check, DCF Level 2 screening (rechecked every five years), and a 5-panel drug screening.

I have read, understand, and am able to perform this job description without additional accommodations. I am committed to the mission and values of PHCSA and each individual entity.

Name

Date

Signature

Palm Harbor Community Services Agency, Inc. (PHCSA)

HR Ad Hoc Committee Notes

June, 2024

Recent Activities:

- Special meeting led by Ralph Reid held on May 22, 2024
 - Topics covered included HR functions, outsourcing vs. in-house, and director evaluation considerations
- Special meeting held on May 23, 2024
 - Topics covered included director evaluation processes and annual increase options
- Entity directors met with MMA HR Outsourcing representative
 - Information covered about pricing and services options
- The full HR Ad Hoc Committee met on June 7, 2024 to review these recommendations

Recommendations and Plan from Entity Directors:

- Purchase the MarshaMcLennan Agency (MMA) *HR On Call* service for the remainder of the calendar year (\$2,000)
 - This service will provide essential resources and guidance, sometimes in-depth
- Entity Directors will post vacancy for an HR Coordinator and conduct interviews
- Shelby's position will be reclassified to be an office coordinator
- Both positions will report directly to the entity directors
- Workflow communication and division of responsibility will be worked out by entity directors collaboratively