

Chief People & Culture Officer (CHRO)

Location: Jamaica Plain, MA

Job Type: Full-Time, Exempt, In-office (with future potential for hybrid)

Reports To: Chief Executive Officer

Lead People. Shape Culture. Advance Our Mission.

Ethos is seeking an experienced, strategic, and hands-on **Chief People & Culture Officer** to lead our people strategy and help shape the future of our organization.

As a member of the Executive Leadership Team, the Chief People & Culture Officer serves as Ethos' human resources leader, partnering closely with the CEO and executive leadership team to develop and execute strategies that attract, retain, engage, and develop a high-performing workforce.

This is an excellent opportunity for a collaborative HR executive who balances strategic vision with operational excellence. The ideal candidate is equally comfortable advising senior leaders, leading organizational change, strengthening workplace culture, ensuring compliance, and addressing complex people challenges.

If you are passionate about building an exceptional workplace where employees thrive while advancing a meaningful mission, we invite you to apply.

About Ethos

Ethos is a private, nonprofit organization dedicated to promoting independence, dignity, and well-being among older adults and people with disabilities through high-quality, affordable, and culturally appropriate home and community-based care.

As a state-authorized Aging Services Access Point (ASAP), Ethos administers programs including Nutrition, Money Management, Long Term Care Ombudsman, Healthy Aging, and SHINE throughout the City of Boston. Ethos also coordinates non-institutional home and community-based services for older adults and people with disabilities in the southwest Boston neighborhoods of West Roxbury, Hyde Park, Roslindale, Jamaica Plain, and Mattapan.

Visit www.ethocare.org for more information.

What You'll Do

Strategic People Leadership

- Serve as a trusted advisor to the CEO and Executive Leadership Team on all people and culture matters.

- Develop and execute a comprehensive People & Culture strategy aligned with organizational goals and priorities.
- Foster a workplace culture built on collaboration, inclusion, accountability, and continuous improvement.
- Lead organizational development, succession planning, workforce planning, and change management initiatives.

Human Resources Leadership

- Provide leadership and direction to the People & Culture team, establishing clear expectations, accountability, and priorities.
- Develop, implement, and continuously improve HR policies, procedures, and best practices.
- Ensure compliance with federal, state, and local employment laws and regulations.
- Manage employment-related risk and partner with legal counsel as needed.

Talent Acquisition & Workforce Development

- Oversee organization-wide recruitment, onboarding, and workforce development strategies.
- Develop initiatives that improve employee retention, engagement, and professional growth.
- Monitor workforce metrics, including turnover, vacancies, hiring timelines, and engagement.
- Build relationships with recruitment partners, educational institutions, and community organizations.
- Serve as the organization's Affirmative Action Officer.

Employee & Labor Relations

- Lead employee relations strategies that promote trust, communication, and accountability.
- Provide guidance and coaching to managers on performance management, employee concerns, and workplace challenges.
- Oversee corrective action processes and complex employee relations matters.
- Administer the Collective Bargaining Agreement and participate in union negotiations.

Compensation, Benefits & Total Rewards

- Develop competitive and cost-effective compensation and benefits strategies.
- Lead annual benefits planning and open enrollment processes.
- Manage relationships with benefits brokers and vendors.
- Collaborate with executive leadership on compensation reviews.
- Oversee communication of total rewards programs.

HR Operations, Systems & Compliance

- Oversee HR systems, including ADP Workforce Now, ensuring accurate reporting and data integrity.
- Maintain compliance with employment laws, wage and hour requirements, workers' compensation, CORI requirements, and other regulatory standards.
- Oversee administration of the organization's 403(b) retirement plan, including audits and compliance requirements.
- Serve as Data Security Co-Coordinator in partnership with IT, supporting compliance with the organization's Written Information Security Plan (WISP).

Learning & Organizational Development

- Lead agency-wide learning and development initiatives.
- Develop leadership training, employee development programs, diversity and inclusion education, and supervisory training.
- Support organizational design, job architecture, and workforce planning.

Who We're Looking For

We are seeking an accomplished HR executive who combines strategic leadership with operational expertise.

Required Qualifications

- Bachelor's degree in human resources, business administration, or a related field (or equivalent combination of education and experience).
- Minimum of 8 years of progressive human resources leadership experience.
- Demonstrated experience in:
 - Employee and labor relations
 - Talent acquisition
 - Compensation and benefits administration
 - Organizational development
 - HR compliance
 - Performance management
- Experience developing and executing HR strategy.
- Strong knowledge of employment laws and human resources best practices.
- Exceptional communication, coaching, and relationship-building skills.
- High level of integrity, professionalism, and ability to maintain confidentiality.

Preferred Qualifications

- Master's degree.
- SPHR, SHRM-SCP, or comparable HR certification.
- Experience in the nonprofit sector.
- Experience working in a unionized environment.
- Experience with ADP Workforce Now or similar HRIS platforms.

Success in This Role

The ideal candidate is:

- A collaborative and approachable leader.
- Strategic while remaining highly operational.
- Skilled at navigating complex employee relations matters.
- Experienced in leading organizational change.
- Data-driven and solutions-oriented.
- Passionate about employee engagement and workplace culture.
- Comfortable balancing competing priorities in a mission-driven, fast-paced environment.

Why Join Ethos?

At Ethos, employees are at the heart of our mission. We are committed to creating a diverse inclusive, supportive workplace where employees can grow professionally while making a meaningful impact in the lives of older adults and people with disabilities.

As Chief People & Culture Officer, you will have the opportunity to shape the employee experience, strengthen organizational culture, and influence the future of our workforce.

Compensation & Benefits

Ethos offers a competitive total rewards package, including:

- Competitive salary: \$140,000–\$160,000 depending on qualifications and experience
- Comprehensive medical, dental, and vision insurance
- 403(b) retirement plan
- Generous paid time off
- Professional development opportunities
- Employee wellness initiatives

Note: Applicants applying for this position must not now, nor in the future, require sponsorship for employment.

Equal Opportunity Employer

Ethos is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, disability, protected veteran status, or any other characteristic protected by law.