

Director of Human Resources

Location: Bronx, NY

Reports to: CEO

Status: Full-Time, Exempt

About Destination Tomorrow

Destination Tomorrow (DT) is a national grassroots LGBTQ+ organization founded in the Bronx, built on the principle that no individual should have to leave their neighborhood for necessary services. DT's mission is to move clients off the path of emergency care to one where they can grow, learn, and flourish by emphasizing economic, social, and mental empowerment through comprehensive educational, financial, and health programs, as well as housing solutions. As an expanding multi-site organization, Destination Tomorrow proudly serves the community across The Bronx, New York City; Atlanta, GA; and Washington, D.C.

Position Summary

We are looking for a strategic and hands-on **Human Resources (HR) Director** with strong roots in human services/social services and a deep alignment with our mission of economic, social and mental empowerment. This role will design, build, and steward the comprehensive people strategy for Destination Tomorrow - ensuring our workforce is supported, aligned, healthy and equipped to carry our mission forward.

You will report directly to executive leadership and act as a key partner in shaping culture, accountability, systems, and resiliency. This is a unique opportunity to build a Human Resources (HR) function at a pivotal time of growth and transformation.

Key Responsibilities

Build & Lead a Mission-Aligned, Trauma-Informed HR Function

- Develop and implement a holistic HR operating model with policies & procedures for recruitment, hiring and onboarding, performance management and employee development, through to offboarding, aligned with DT's commitment to empowerment, dignity, and belonging.
- Ensure HR practices are trauma-informed, culturally responsive, and rooted in equity.
- Provide guidance, and coaching to foster understanding and equitable, effective participation in all HR programs.

Performance Reviews, Evaluation Systems & Growth

- Create a quarterly **performance management** process and framework with clear metrics tied to compensation, promotions, and development opportunities.
- Develop and execute training program for managers and staff on how to participate in and use the performance management process.

Professional Development

- Create a **leadership competency program** to foster empowerment, equity, accountability, professionalism, and growth.
- Create a **general professional development curriculum** addressing topics including office etiquette, team management, and how to represent the agency.

Employee Relations & Conflict Resolution

- Serve as the primary leader for employee relations, conflict resolution, and investigations.
- Create transparent protocols for engaging external third-party investigators and mediators when appropriate.
- Design and implement a structure for fair and timely resolution, including:
 - An escalation process for day-to-day troubleshooting
 - Complete documentation and follow-through structure
- Ensure accessibility to all employees and consistent agency-wide application

Talent Acquisition & Workforce Planning

- Lead mission-aligned, inclusive recruitment and assist in hiring decisions for all departments.
- Partner with executive team to develop workforce planning strategies to fulfill program needs and support growth.

Compensation, Benefits & HR Systems

- Oversee benefits, compensation design, and pay equity initiatives.
- Develop transparent compensation frameworks tied to DT's performance management system.
- Evaluate and implement HR technology that supports documentation, communication, and data integrity

Qualifications

- **A minimum of 5-7 years working in human services/social services** (preferably in a community-based organization) with frontline staff and vulnerable populations.
- **7-10+ years of progressive HR experience**, including at least 3 years in senior leadership roles.
- Demonstrated experience building or restructuring HR functions in mission-driven nonprofits or human-services organizations.
- Deep understanding of trauma-informed practice, culturally responsive service delivery, and the dynamics of empowering marginalized communities.
- Strong employee relations, investigation, conflict-resolution experience in a human-services setting.
- Proven commitment to LGBTQ+ communities - especially trans, gender non-conforming and gender-expansive populations.
- Ability to blend compassion with accountability, equity with operational rigor, mission focus with systems thinking.

Preferred (Nice-to-Have)

- Master's degree or advanced credential in social work, human services, HR leadership, organizational psychology or related field.
- Lived experience reflecting the communities we serve.
- Experience working within a grant-funded environment or leading programs requiring compliance, reporting and grant oversight.
- Experience scaling a workplace during rapid growth or organizational restructuring.

Key Competencies

- **Mission-Driven Leadership** - aligned with economic, social and mental empowerment, and comfortable grounding HR strategy in a justice-oriented lens.
- **Trauma-Informed Approach** - understands how trauma shows up in the workplace and designs responsive systems accordingly.
- **Equity & Inclusion** - prioritizes fairness, representation, accessibility, dignity and belonging.
- **Operational Strength** - builds simple, clear, scalable systems without losing the human touch.
- **Emotional Intelligence & Courage** - navigates sensitive dialogues, holds boundaries, responds to conflict with grace and clarity.
- **Change Agent** - thrives in dynamic environments, comfortable with ambiguity, and can guide workforce transitions.
- **Hands-On Builder & Strategic Thinker** - able to think big and roll up sleeves to get work done.

What We Offer

- Robust medical, dental and vision insurance
- Paid sick time and time off!
- Hybrid work based in the Bronx.
- Build and lead the people function at a bold, mission-driven organization during a pivotal growth moment.
- Shape culture, equity, and systems in service of LGBTQ+ communities, especially Black and Brown trans and gender-expansive people.
- Meaningful responsibility and visible impact at the organizational level.
- Align your expertise with your values while supporting affirming, community-rooted services.