



POSITION SPECIFICATIONS

Vice President, Human Resources



About the Client



From humble beginnings to its current reputation as a premiere healthcare facility, North Kansas City Hospital (“NKCH”) has been the Northland’s preferred healthcare provider for more than half a century. The hospital serves the community with a 451-licensed bed, acute-care facility situated on 69 acres. This campus includes the Pavilion (patient rooms, outpatient services, staff offices, physician offices and a conference center), the Health Center North, which houses Home Health Services, two physician office buildings known as the Medical Plaza North and Professional Building North, and NorthCare Hospice House, the Northland's only hospice house.

With award-winning cardiovascular and orthopedic programs, a Level III neonatal intensive care unit, and home health and hospice services, North Kansas City Hospital provides a lifetime of care. Their accreditations and recognitions speak to their commitment to providing quality healthcare.

North Kansas City Hospital supports almost 5,000 employees, and 600 physicians representing 49 medical specialties. Through its Meritas Health subsidiary, NKCH offers the largest network of physician practices in the Northland, with more than 280 physicians in 35 convenient locations, including an express care clinic. Each year NKCH serves more than 12,000 people through its dynamic Community Health & Wellness programs.

The hospital’s mission, vision, and values reflect a strong commitment to the health and well-being of the Northland community and beyond. *U.S. News & World Report* ranked NKCH High Performing in eight adult procedures and conditions, as well as Maternity Care, and named NKCH a Best Regional Hospital. *Forbes* honored NKCH as a top employer in Missouri and a national Best Employer for Women.



In April of 2025, NKCH announced that the hospital has joined the Mayo Clinic Care Network. Mayo Clinic Care Network members receive special access to Mayo Clinic’s knowledge and expertise, including transformational capabilities and access to digital solutions from the Mayo Clinic Platform.

Position Summary

North Kansas City Hospital and Meritas Health, the wholly owned physician enterprise of NKCH, seek a Vice President of Human Resources. This individual will be responsible for leading the organization's overall Human Resource strategy. Reporting to the President & CEO, the Vice President of Human Resources will lead a 15 member HR team executing HR strategy while supporting organizational leaders with full-cycle HR needs. The Vice President of Human Resources will lead all aspects of employee management in alignment with strategic initiatives, including employee benefits, talent acquisition, employee relations, total rewards, and culture development, while ensuring HR strategies support overall business objectives. Partnering with executive leadership, this role will drive the development and implementation of short- and long-term strategies, policies, and programs while evaluating HR initiatives to enhance organizational capacity and maximize HR's impact on achieving North Kansas City Hospital's mission and vision.

Key Responsibilities

The Vice President of Human Resources will be responsible for:

Strategic HR Leadership:

- Develop and execute a comprehensive human capital strategy aligned with the hospital's mission, clinical priorities, and growth objectives.
- Translate business goals into actionable HR initiatives that support organizational effectiveness and transformation.
- Serve as a member of the executive leadership team, contributing to hospital-wide strategic planning and decision-making.

Executive Collaboration:

- Advise the President and management staff regarding a broad range of personnel matters including but not limited to personnel policies and procedures, recruitment and retention strategies, compensation, benefits, and employee relations issues
- Partner closely with the President and executive leadership to align workforce planning and leadership development with business strategy.
- Advise on succession planning, organizational structure, and performance management at the executive and senior leadership levels.

Talent Acquisition & Retention:

- Oversee the full lifecycle of talent acquisition for all hospital departments, ensuring timely and high-quality hires in a competitive healthcare market.
- Implement retention strategies including career pathing, mentorship programs, and employee satisfaction initiatives.

- Monitor workforce supply/demand trends and proactively address staffing challenges, particularly in critical care and specialty areas.

Total Rewards & Compensation:

- Lead the development, implementation, and maintenance of equitable and competitive compensation structures, including base pay, incentive programs, and executive compensation packages.
- Lead annual executive compensation review and work with the Board Employee Relations Committee.
- Evaluate and manage employee benefits programs to ensure cost-effectiveness, competitiveness, and alignment with employee needs.
- Ensure compliance with regulatory requirements and best practices in compensation and employee benefits administration.
- Experience with governmental benefit programs and defined benefit plans desired.

Employee Engagement & Culture:

- Promote a positive organizational culture focused on collaboration, patient-centered care, accountability, and continuous learning.
- Design and implement employee engagement initiatives, including surveys, action planning, recognition programs, and communications strategies.
- Drive cultural transformation and change initiatives to enhance employee morale and organizational performance.

Workforce Planning & Development:

- Direct enterprise-wide workforce planning efforts, identifying future talent needs and addressing skill gaps.
- Oversee the creation of leadership development pipelines, training programs, and continuing education aligned with clinical and operational needs.
- Collaborate with department leaders to ensure staff development plans meet accreditation, licensure, and patient care standards.

Labor & Employee Relations:

- Lead labor relations strategy.
- Ensure compliance with employment laws and regulations.
- Guide HR teams in managing investigations, disciplinary actions, and employee concerns with integrity and fairness.

HR Operations & Compliance:

- Oversee HRIS implementation and optimization to improve data management, analytics, and HR service delivery.
- Ensure HR policies, procedures, and systems are compliant with federal and state regulations, hospital policies, and healthcare accreditation standards.
- Manage the process related to EEOC and Missouri Commission on Human Rights claims, as well as lawsuits related to employment matters, including investigation, gathering data, coordinating with

legal counsel, and writing the response on behalf of the Hospital.

- Ensures compliance with Joint Commission standards, Hospital policies and procedures, Federal, State, and local laws and regulations.

Change Management:

- Guide the HR function and the broader organization through complex change initiatives.
- Apply change management best practices to drive adoption, minimize disruption, and ensure sustained improvements.

HR Metrics & Analytics:

- Develop and manage key performance indicators (KPIs) and dashboards to measure HR effectiveness, employee engagement, and workforce productivity.
- Leverage analytics to identify trends, inform strategic decisions, and support continuous improvement across HR practices.

Qualifications & Experience

- Minimum of 10+ years of progressive human resources leadership experience, with at least 5 years at the executive level. Healthcare experience a plus.
- Demonstrated experience leading HR strategy in a complex, multi-disciplinary environment.
- Proven success in overseeing large-scale HR operations and transformational initiatives (e.g., cultural change, digital HR transformation, organizational restructuring).
- Proven track record of building and implementing strategic talent management, including executive compensation, workforce planning, and leadership development.
- Strong business and financial acumen with the ability to align HR strategies to broader organizational goals.
- Deep understanding of healthcare operations, clinical staffing models, and regulatory frameworks (e.g., Joint Commission, OSHA, HIPAA).
- Exceptional leadership, communication, and interpersonal skills to build trust and influence across all levels of the organization.
- Skilled in labor relations and employee conflict resolution
- Proficiency in HR technology systems (e.g., HRIS, talent management systems) and data analytics.
- Change agent with demonstrated capability in leading organizational change and driving innovation in HR practices.

Personal Characteristics

- Ability to think and act creatively.

- Ability to quickly develop high-quality relationships at the leadership and organizational level with a wide range of individuals from various sectors and to motivate and mobilize external stakeholders to support the mission and goals of an organization.
- Proven communicator across a range of interest groups and external stakeholders.
- Strong organizational skills and ability to multi-task.
- A personal value system that includes the highest standards of honesty, confidentiality, integrity, loyalty, and professional ethics reflective of the ability to succeed in building and maintaining positive relationships with the community.
- Excellent communication skills and ability to communicate a large vision and its potential impact on individuals and an entire region.
- Tactful and diplomatic with strong interpersonal skills; this person will be a connector with the ability to develop and nurture high-trust relationships.
- Proven innovator and self-starter given the nature of the role/position.

Compensation

Compensation is negotiable and market-based, depending upon the candidate's background and experience as well as what is needed to attract an outstanding individual from the marketplace. The client anticipates a competitive salary and benefits package consisting of major medical, dental, and life insurance.

Location

The successful candidate will reside in the Greater Kansas City Region, allowing them to develop deep and personal relationships with the community served by North Kansas City Hospital.

Greater Kansas City has earned a reputation for being one of the best places to live and work in the nation, both for its desirable cost of living and optimal job market. Home to outstanding cultural and arts facilities and major athletic teams, the region has achieved numerous *national accolades* for high rankings in affordability, raising a family, innovation, charitable giving, museums, and the arts. With a rapidly-developing downtown and public transportation there is a lot to explore.

Application Process

CBIZ is assisting North Kansas City Hospital with this important search. All calls and inquiries should be made through the search firm.



Nominations and applications will be held in confidence. Review of applications will begin immediately and will continue until the position is filled.

Equal Opportunity Statement

North Kansas City Hospital firmly supports the principle and philosophy of equal opportunity for all individuals, regardless of age, race, gender, creed, national origin, disability, veteran status or any other protected category pursuant to applicable federal, state or local law.

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