

ONE HEALTH OHIO

MEDICAL, DENTAL & BEHAVIORAL HEALTH

Director of Human Resources

carterbaldwin

search done better™

About ONE Health Ohio

For nearly four decades, ONE Health Ohio (OHO) has been a steady source of hope and healing for communities across Northeast Ohio. Founded in 1986 by Dr. Ron Dwinnells, OHO began with a bold vision: to ensure that every person, regardless of circumstance, could access quality healthcare close to home. What started as a single clinic in Youngstown has grown into a trusted network of seven Federally Qualified Health Centers (FQHCs) delivering integrated medical, dental, behavioral health, pharmacy, and addiction recovery services to more than 30,000 patients each year. With a mission to provide quality, compassionate care to all, regardless of ability to pay, OHO operates at the intersection of public health, community service, and clinical excellence.

With a staff of more than 160 dedicated professionals, the organization serves thousands of patients each year across locations in Youngstown, Warren, Cortland, Alliance, and surrounding communities through an integrated model of care that treats the whole person, body and mind, in a single, coordinated system.

OHO's comprehensive services include primary care for children, adults, and seniors; women's health and prenatal care; dental services; behavioral health counseling; chronic disease management; and substance use treatment and recovery support through the RISE Recovery program. The organization's approach extends beyond treating illness to include prevention, education, and long-term support for healthier living.



In addition to these core offerings, OHO provides a comprehensive suite of integrated programs designed to support patients across every life stage, including:

- Pediatric care encompassing wellness, immunizations, sick visits, and developmental monitoring
- Platinum Health Program offering personalized senior care, preventive services, and chronic condition management
- Women's health programs including MenoBlossom, focused on menopause and hormonal wellness
- Baby on Board, a maternal mental health program supporting postpartum emotional well-being
- ONE Health Fit, a structured weight management and lifestyle coaching program
- Diet and nutrition counseling to guide patients toward long-term healthy choices
- The Prescription Pad, OHO's in-house pharmacy offering convenient medication access and management
- On-site lab services enabling timely diagnostic testing
- A mobile clinic providing essential medical and support services directly in underserved neighborhoods

For a deeper understanding of OHO's purpose and legacy, you can watch a message here, from Dr. Dwinnells, reflecting on the organization's origins, its enduring mission, and the values that continue to shape its work today.





AWARDS & RECOGNITION

ONE Health Ohio has been nationally recognized for its commitment to quality, access, and equitable care. Recent distinctions include:

- HRSA Health Center Quality Leader (2024)
- HRSA Advancing Health Information Technology (HIT) for Quality Award (2024)
- HRSA Health Disparities Reducer Award (2024)
- HRSA Access Enhancer Award (2024)
- HRSA National Quality Leader – Behavioral Health (2021)
- Patient-Centered Medical Home (PCMH) recognition
- American Heart Association Gold+ Award for Target: BP (2025)
- AHA/AMA Gold Award for Target: Type 2 Diabetes (2025)
- AHA Cholesterol Control Gold Award (2025)



MISSION

"To improve the health and well-being of people in our communities by providing quality healthcare, particularly to the uninsured and underinsured."

Affordability and access are central to this mission. OHO offers a sliding fee scale based on income and family size and helps patients explore insurance options, including Medicaid. Every aspect of OHO's model reflects its commitment to meeting people where they are and removing barriers to care.

CORE VALUES

OHO's core values guide how its team works together and serves its patients every day:

Passion – Love What You Do!

Respect – Follow the Golden Rule!

Accountability – Lead By Example!

Compassion – Be Kind!

Teamwork – We are ONE!

Integrity – Do the Right Thing!

Curiosity – Ask Questions!

Excellence – Be Extraordinary!

These core values form the acronym PRACTICE and serve as the foundation of OHO's culture, supported by a commitment to "Go ONE More!" and ongoing continuous quality improvement.

The Opportunity

ONE Health Ohio seeks a strategic Director of Human Resources to lead all aspects of people strategy across its multi-site, mission-driven healthcare network. The next Director will play a vital role in shaping the organization's culture, advancing recruitment and retention, professional development, compliance, and workforce engagement in direct alignment with ONE Health Ohio's mission to improve the health and well-being of individuals and families in the communities it serves.

The Director of Human Resources will provide strategic leadership, operational oversight, and trusted partnership to executive and clinical leaders across ONE Health's medical centers. This leader will be a visible, values-driven champion of organizational excellence who fosters collaboration, builds trust, and models integrity. The Director will guide a small but capable HR team while partnering cross-functionally to support ONE Health's growing network and workforce.

KEY RESPONSIBILITIES

Strategic HR Leadership

- Develop and implement a comprehensive human resources strategy aligned with OHO's mission, growth priorities, and evolving healthcare landscape.
- Serve as a key advisor to the CEO, President, and executive leadership team on organizational design, workforce planning, and employee engagement.
- Lead and mentor the HR team to deliver excellence in service, compliance, and support to clinical and administrative departments.
- Champion a culture of teamwork, inclusion, accountability, and continuous improvement.



Talent Acquisition and Retention

- Oversee and support full-cycle recruitment and onboarding across medical, dental, behavioral health, and administrative functions.
- Partner with department leaders to identify staffing needs and build strong candidate pipelines.
- Implement creative, data-informed recruitment and retention strategies to sustain workforce stability in a competitive healthcare market.
- Support managers in developing and retaining high-performing teams through effective coaching, evaluation, and recognition programs.



Employee Relations and Engagement

- Promote a positive and transparent work culture where employees feel valued and heard.
- Provide leadership on employee relations, conflict resolution, and performance management issues.
- Serve as a trusted resource to all staff while supporting leaders in fair and consistent policy application.
- Lead employee engagement and wellness initiatives that strengthen morale and organizational loyalty.



Compliance, Policy, and Risk Management

- Ensure compliance with all state and federal employment laws, including FMLA, FLSA, EEOC, HIPAA, and OSHA.
- Maintain and regularly update HR policies, ensuring alignment with SHRM standards and healthcare best practices.
- Oversee compensation, benefits administration, and HR systems to ensure transparency and efficiency.
- Partner with compliance and finance teams to manage audits, credentialing, and reporting requirements.



Organizational Development and Training

- Build and sustain leadership development programs that enhance manager effectiveness and succession readiness.
- Facilitate training in topics such as workplace communication, supervision, diversity and inclusion, and compliance.
- Develop and track performance management systems that align individual goals with organizational success.
- Promote a learning culture that encourages innovation, feedback, and professional growth.



QUALIFICATIONS

- Bachelor's degree in Human Resources, Business Administration, Healthcare Management, or a related field.
- SHRM-CP, SHRM-SCP, or equivalent professional certification is preferred.
- Minimum of five years of progressive HR experience, with at least three years in a leadership capacity.
- Experience in healthcare, senior living, or other medical environments (hospital, clinic, dental, behavioral health, etc.).
- Experience in an FQHC, multi-site medical practice, or community health organization is preferred.
- Demonstrated success in recruiting, developing, and retaining a diverse workforce.
- Strong working knowledge of HR compliance, policy development, and employment law.
- Excellent communication, interpersonal, and critical-thinking skills.



IDEAL CANDIDATE ATTRIBUTES

The successful candidate will be:

- Collaborative and team-oriented, able to build strong relationships across departments.
- Decisive and confident, with the courage to advocate for leadership and staff alike.
- Mission-minded and compassionate, valuing the dignity of every person served by ONE Health.
- Teachable and growth-oriented, eager to learn and adapt within a dynamic healthcare setting.
- Strategic and systems-minded, with the ability to see both immediate needs and long-term goals.

Contact Information

Applications will be received until the position of Director of Human Resources is filled. Review of applications will begin immediately. Confidential inquiries, applications, and questions concerning this search may be directed to:

carterbaldwin
search done better™

Gerri Williams, EdD
Associate Partner
678-293-7458
gwilliams@carterbaldwin.com

Rodney Anderson
Consultant
404-784-7283
randerson@carterbaldwin.com

Emerald Grow
Research
egrow@carterbaldwin.com

Allison Cohn
Search Coordinator
acohn@carterbaldwin.com

