



Senior Manager, Human Capabilities

What are We About

At Patina, we believe everyone should have the opportunity to live their best lives and age with dignity. That's why we're reinventing primary care with an approach that's purpose-built for older adults and their families. Our care model is centered around the needs of the individual, and available right where they live, with comprehensive and convenient in-home and virtual care options. We enable our world-class team of clinicians and care team members with elegant, human-centered technology and tools, so they can spend more time doing what they do best: building trusted relationships and delivering great care.

Working at Patina is special. We respect each other, seek out and welcome others' perspectives, and push ourselves to grow and innovate so that we can deliver exceptional experiences to those we serve. We balance humility with confidence, and we're looking for change-makers who bring the heart and audacity to help us **profoundly improve the healthcare and aging experience for older Americans.**

What Makes You Uniquely Suited to work at Patina

You are inspired by our mission to profoundly improve the aging and healthcare experience for adults 65+. You are passionate about helping to make this vision real by supporting to assemble a diverse group of talent and unleash their superpowers to enable them to realize their full potential. You recognize that culture and organizational capability deliver results more than individual competence. You champion the idea that relationships matter more than roles. You understand that teamwork makes team members effective.

You're deeply grounded in the belief that Human Resources is about enabling Patina and our crew to succeed in serving older adults and winning in the marketplace. You believe in building effective and scalable people programs, processes, and practices that amplify our culture. You are someone who consistently demonstrates their commitment to Diversity, Equity, and Inclusion, and is excited at the idea of cultivating an exceptional experience for Patina teammates. You are comfortable with uncertainty and see it as an opportunity to discover new insights and new ways of operating. You balance being quantitative and using metrics with high emotional intelligence. You are a strong collaborator, as well as writer and verbal communicator. You are a builder and scaler.

What You Get to Do

You have the opportunity to work directly with the Head of Human Capabilities and the Human Capabilities Team to build and scale the people programs, processes, and practices that power our mission and organizational growth. The **Senior Manager of Human Capabilities** will be responsible for supporting the development and execution of HR programs, processes, and

practices across most functional areas including onboarding, learning and development, employee relations, performance management, DEI, compensation and benefits, and people operations.

More specifically, in partnership with the Head of Human Capabilities, the Senior Manager Human Capabilities will be responsible for:

- Embedding our cultural values into all of our people programs, processes, and practices and ensuring our cultural values come to life in all that we do each and every day
- Collaborating with our Human Capabilities team to shape and champion our diversity, equity and inclusion initiatives and ensuring diversity, equity, and inclusion are deeply embedded into all of our people programs, processes, and practices
- Defining our crew experience (e.g. Moments that matter) and ensuring this experience is felt at every step of a crew member's journey
- Supporting the design, implementation, and ongoing execution of our talent management programs including employee engagement, performance management, performance support, and succession planning
- Partner with the Sr. Manager, Learning and Development (L&D) to build and deliver effective crew development programs, including onboarding, ongoing development, aspiring leader development, and leadership development
- In partnership with the Sr. Manager L&D, monitor and measure the success of our development programs and continuously improve these programs to meet the evolving needs of our business and crew members
- Serve as a HR Business Partner to the Patina crew, including
 - Establishing and maintaining a role as a trusted partner to a segment of the business and ability to operate in an advisor capacity to coach and partner with managers to drive both our business and talent priorities
 - Partnering with business leaders to shape their organizational structure and in partnership with our Talent Acquisition team proactively plan for their talent needs
 - Effectively executing all people programs, processes, and practices within the business
 - Serving as the primary point of contact for a segment of the business across all People Functions
- Support the implementation and ongoing execution of our Total Rewards programs and processes (Benefits, Compensation, Rewards)
- Partner with our vendor(s) for payroll and benefits administration (e.g. Melita)
- Define and build our ongoing People Insights dashboard (e.g. growth, retention, DEI, promotions, movement, etc.)
- Monitor and comply with all HR Compliance requirements

What is Required

- 5 years of experience in HR planning, operations, or related functional HR area
- Demonstrated experience working:
 - In a start-up environment or fast-paced growing company, with a passion to build and create our HR infrastructure

- With a mission oriented services organization, preferably within the technology-enabled services industry
- In environments that require both strategic thinking and remarkable execution
- Exceptional working knowledge of all HR functional areas including talent acquisition, talent management, total rewards, HR Operations, and Business Partner role
- Self motivated individual contributor who is at ease working in a fast-paced, dynamic, high-energy environment and capable of building out and leading a team as we scale
- Detail oriented and results-driven individual with a passion for our mission, values and crew member's experience
- Eagerness to build and shape our people program, processes, and practices from the ground up and comfort with managing multiple priorities with success
- Strong collaborator with strong verbal and written communication skills
- Strong executive presence with ability to develop relationships, build rapport, and effectively interface all Patina crew members
- Bachelor's degree

What Patina Offers:

- Amazing, mission-based culture, with a highly talented and fast growing team
- Remote work
- Medical, Dental, & Vision Insurance
- Competitive PTO
- Compensation in cash and equity in a start-up backed by top tier VCs
- An environment where you can learn, grow your skills, financial wellness, and change the world.

Patina is an equal opportunity employer and values diversity. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

For more information, please contact Talent at talent@patinahealth.com