

Request for Qualifications for Human Resources Services

Issued By NeighborWorks Northeastern Pennsylvania (NeighborWorks) on April 16, 2025

Responses Due by Monday, May 5, 2025 at 10:00am

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I. Introduction

NeighborWorks is seeking a qualified Human Resources (HR) professional or firm to provide part-time HR services. The selected provider will support and enhance organizational culture while ensuring compliance with applicable laws and best practices in human resources management.

II. Background

NeighborWorks is a nonprofit community development organization dedicated to revitalizing neighborhoods and improving lives through comprehensive housing services. Founded in 1981, NeighborWorks has grown from providing home rehabilitation loans to offering a wide range of programs that support homeownership, financial stability, and neighborhood revitalization. Over the years, the organization has expanded its reach and capacity, now employing a team of 19 dedicated staff members who work to address critical regional challenges, including the shortage of safe, affordable housing, aging housing stock, and the need for financial education. As an affiliate of NeighborWorks America, the organization strives to ensure that all residents of northeastern Pennsylvania have access to secure, dignified homes and vibrant, thriving neighborhoods.

III. Scope of Work

The selected HR professional will be responsible for the following areas:

1. Annual Benefits Administration - Manage the organization's annual benefits renewal process with the broker each fall.
2. Compensation Review & Benchmarking - Assess salary structures, benefits offerings, work-from-home policies, wellness initiatives, and industry trends to ensure competitiveness.
3. Talent Acquisition & Retention - Develop and implement strategies to attract, retain, and engage employees. Refine the hiring and interview process.
4. Onboarding & Offboarding - Establish structured onboarding processes for new hires. Implement exit interviews to assess and improve retention strategies.
5. Policy & Compliance Oversight - Conduct an annual review of employee policies and

procedures to ensure compliance with laws and alignment with best practices. Provide guidance on FMLA, worker's compensation, and other HR Related regulations.

6. Employee Satisfaction & Engagement - Design and administer an annual employee satisfaction survey and provide insights for improvement.
7. Performance Management & Development - Develop performance evaluation processes. Provide guidance on employee development, leadership coaching, and succession planning.
8. Conflict Resolution & Employee Relations - Advise on workplace disputes, grievances, and disciplinary actions. Develop frameworks for effective conflict resolution.

IV. Qualifications & Requirements

- Must be local to Northeastern Pennsylvania.
- Proven experience in HR consulting, policy development, and strategic HR initiatives.
- Strong understanding of employment laws and compliance requirements.
- Demonstrated ability to provide best-practice HR solutions for nonprofit organizations preferred.
- Membership in a recognized human resources professional organization (e.g., SHRM or HRCI) is preferred.

V. Submission Requirements

Interested consultants must submit the following information:

- Cover Letter summarizing qualifications and experience.
- Resume or Organizational Profile detailing relevant HR expertise.
- Examples of Previous Work or case studies demonstrating experience in similar projects.
- References from previous clients.
- Fee Structure outlining hourly rates and any additional costs.

VI. Submission Timeline

Date of Release: April 16, 2025

Questions Due By: May 1, 2025

Submissions Due By: May 5, 2025 at 10:00am

All responses should be submitted via email to spowers@nwnepa.org. Late submissions may not be considered.

VII. Selection Process

Submissions will be evaluated based on:

- Relevant experience and qualifications
- Understanding of nonprofit HR challenges
- Cost-effectiveness and proposed fee structure
- References and past performance

Interviews may be conducted with shortlisted candidates.

VIII. Contact Information

For questions or additional information, please contact:

Name: Shane Powers

Email: spowers@nwnepa.org

NeighborWorks reserves the right to reject any or all responses and to negotiate with any respondent. This RFQ does not commit the organization to award a contract.