

Donna L. Bauer, GPHR, PHR

PROFESSIONAL & PERSONAL PROFILE

Global Human Resources Professional with 19 years of experience in a full range of HR functions

- Employment Law & Policy Development
 - Investigating & Researching
 - Coaching, Facilitating & Training
 - Talent Potential & Development
 - Strength-Based Performance Management
 - Relationship Management
 - Emotional & Social Intelligence
 - Complex Problem-Solving
 - Intellectual Curiosity
 - Sense of Humor
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PROFESSIONAL EXPERIENCE

Sr. Advisor, Staff Safeguarding

Catholic Relief Services, Baltimore MD
August 2019 – Present

Responsibilities

- Policies and Procedures
- Hotline and case management
- Investigations
- Prevention
- Compliance
- Training and Capacity Building
- Awareness Raising and Ongoing Learning
- HR Business Partner function

Senior Human Resources Business Partner

Catholic Relief Services, Baltimore MD
October 2017-July 2019

Responsibilities

- Act as a strategic HR Partner to strengthen staff and agency performance
- Conduct investigations and oversee ethics reporting system
- Manage all aspects of employee relations for designated client groups
- Develop and interpret policies
- Oversee the process of onboarding and offboarding of staff
- Monitor employee engagement and retention
- Provide excellent operational support and service

Employee Relations Manager

Catholic Relief Services, Baltimore MD
January 2009 – October 2017

Achievements

- Conducted and managed complex overseas investigations: Burundi, Democratic Republic of the Congo, Central African Republic, Sudan, Ethiopia, South Sudan, Guinea, Sierra Leone, Nigeria, Turkey, and Kenya through planning, interviewing, fact finding, report writing, and making recommendations to management.

- Led the agency-wide program to protect children and vulnerable adults from abuse and exploitation through drafting policy, handling of complaints, designing a web-based incident form, and assisting in the development of the e-learning training to honor the dignity of all people and comply with donor requirements.
- Designed a performance improvement process, tools and tutorial that actively manage poor performers to meet job requirement or separate.
- Devised a comprehensive off-boarding process for domestic and international staff resulting in a decrease to employee receivables and streamlining the repatriation process.
- Systematized the new hire introductory period to prevent retention of low performers or unwanted turnover.
- Nominated to participate in the Well-Being at Work study led by researchers from University of Notre Dame to address staff care issues.
- Piloted a strength-based assessment process to offset the focus of weaknesses highlighted in performance improvement plan.
- Invited overseas to train multi-national staff from three contingents on aspects of employee relations.
- Designed and facilitated several workshops for global leaders informing of staff turnover, and building capacity to address performance problems and having difficult conversations.

Responsibilities:

- Support over 1K domestic and international employees at all levels in the employer-employee relationship.
- Coach, collaborate and strategize with domestic and global senior management to effectively and fairly manage sensitive and complex employee relation situations.
- Draft and update policies to reflect employment law and organizational changes or process improvements
- Oversee the Protection of Children and Vulnerable Adults from Abuse and Exploitation function.
- Participate and support the supervisor development program.
- Create tools, templates, checklists and talking points to equip managers in the human resources function.
- Mediate staff conflict and facilitate action plans to improve relationships.
- Monitor morale and retention through staff engagement processes and exit interviews.
- Develop and deliver training to strengthen supervisors in staff relations and employment law.
- Manage and coordinate staff repatriations and domestic staff off-boarding.
- Partner with the Benefits unit regarding staff care issues and propose solutions.
- Counsel staff with options, e.g., FMLA, ADA, LOA to manage personal and professional demands.
- Manage unemployment compensation claims and appeal hearings.

Domestic & International Recruiter

Catholic Relief Services, Baltimore MD
March 2007 – January 2009

Achievements:

- Expanded first-level interview process tailoring questions from hiring strategy that led to better hiring decisions.
- Consistently met agency metric for days-to-fill.

Responsibilities:

- Participated in the development and implementation of recruitment procedures.
- Recommended alternative recruitment strategies.
- Reviewed requisitions, edited job descriptions, and proposed changes.
- Ensured job descriptions, interviewing, and hiring practices complied with employment law and agency policies.
- Coordinated and supported the on-boarding process involving personal shipment of goods, itinerary to country, work visa, temporary housing; and reported remuneration of post allowances, country-specific cost of living adjustments and hardship pay for payroll processing.

Human Resources Generalist

American Red Cross, Central Maryland Chapter, Baltimore, MD

May 2003 – March 2007

Achievements:

- Assisted with the recruitment of the Board's Human Resources Advisory Committee to develop and update policies and procedures to comply with employment law, local Chapter and National Headquarters' standards.
- Led start-up of the human resources function for the Chapter that involved creating and implementing processes, procedures and systems, and establishing similar standards for the volunteer workforce.
- Coordinated and contributed to organizational-wide benefit fair to raise awareness of wellness and prevention.
- Upgraded the employee assistance program (EAP) and negotiated contract that resulted in greater utilization.

Responsibilities:

- Managed the recruitment life-cycle: advertising, screening, interviewing, hiring, and onboarding.
- Supported management in the progressive discipline process and dismissals.
- Conducted exit interviews, analyzed data, and made recommendations to management.
- Oversaw compensation, benefit administration, and performance management.
- Interpreted and advised staff on policies, procedures, and employment law.
- Tracked and compiled data for annual affirmative action plan.
- Coordinated with brokers to amend or augment health and welfare benefits.
- Monitored workforce safety in compliance with OSHA requirements.
- Managed workers' compensation, general, and automobile liability claims.

EDUCATION

Master of Arts: Human Resources Development **2012**
McDaniel College, Westminster, MD

Bachelor of Arts: Human Services Administration **2000**
College of Notre Dame of MD, Baltimore MD

CERTIFICATIONS

Global Professional Human Resources (GPHR) **2013**

Professional Human Resources (PHR) **2000**

VOLUNTEER WORK

Helping up Mission: Personnel Advisory Committee
Baltimore, MD

Gilchrist Hospice: Grief Counseling & Support
Towson, MD

Villa Maria: Children Center
Timonium, MD