



SENIOR MANAGER, HR PARTNERSHIP & LEADERSHIP

Department	Human Resources	Direct Care Non-Direct Care	Non-Direct
FLSA Status	Exempt	Exemption Type <i>(HR Use Only – Check all that apply)</i>	☐ Executive ☐ Computer ☐ Administrative ☒ Professional ☐ Outside Sales
Reports to	Associate Vice President, Human Resources	Supervises	N/A
Primary Location	Buffalo	Employment Status	☒ Full Time ☐ Part Time ☒ Regular ☐ Temporary
Original Date	June 2026	Revised Date	N/A - New

JOB SUMMARY

Job summary should specify the nature and purpose of the job. Please provide one to two sentences starting with an action verb, followed by the aim of the position that identifies the primary result of the position.

The Senior Manager, HR Partnership & Leadership strengthens leadership effectiveness by coaching leaders to improve performance management, team dynamics, and accountability in practice. This role focuses on sustained behavior change through embedded, ongoing coaching—not transactional HR support. The position partners closely with HR while maintaining clear separation from HR decision-making. This role ensures leaders apply expectations consistently and demonstrate sustained behavior change over time

ESSENTIAL FUNCTIONS

List the essential job functions or responsibilities. Typically, most jobs have between 8 to 12 essential functions. It is critical to note that not every function of the position should be deemed as essential. Essential functions should include only those items that are “critical for getting the job done” or “accountabilities”.

CORE RESPONSIBILITIES

Leadership Coaching & Development

- Provide ongoing 1:1 coaching to Directors and key leaders to improve leadership effectiveness
- Observe leadership practices and team interactions to deliver direct, real-time feedback
- Support leaders in building confidence and capability in managing performance and navigating team challenges proactively.
- Maintain consistent engagement to ensure measurable and sustained improvement

Behavior Change & Leadership Effectiveness

- Translate leadership expectations into consistent day-to-day behaviors
- Identify leaders requiring additional support and intervene early
- Reinforce accountability, consistency, and follow-through across teams

**Partnership with HR**

- Partner with HR Business Partners, Employee Relations, and HR leadership on complex or recurring leadership challenges
- Take ownership of coaching and follow-through after HR actions are implemented
- Ensure HR interventions lead to sustained improvement and do not result in repeat issues
- Escalate patterns, risks, or leadership trends to HR leadership

Partnership with Learning & Development

- Partner with L&D to translate leadership challenges and trends into targeted development opportunities
- Collaborate with L&D on leadership content, with L&D focusing on core principles, frameworks, and philosophy, and this role ensuring practical application in day-to-day leadership practice
- Reinforce learning by coaching leaders to apply concepts in real-time situations and integrating them into daily behaviors
- Provide feedback to L&D on gaps between training and practice based on observed leadership behaviors and outcomes

Organizational Insight & Capability Building

- Leverage quantitative and qualitative data (e.g., leadership metrics, stay feedback, and exit feedback) to identify trends, inform coaching focus, and prioritize leadership interventions
- Identify patterns and trends in leadership effectiveness across the organization
- Provide insight to HR leadership on capability gaps, risks, and opportunities
- Support a consistent, organization-wide approach to leadership expectations and accountability

OPERATING MODEL

- Embedded in leader work over time; not a one-time or advisory role
- Provides real-time, direct feedback based on observation
- Regularly present in the field to observe and coach leaders in their day-to-day environment
- Works effectively in ambiguous environments and across functions without direct authority
- Builds trust while maintaining accountability for behavior change

ROLE BOUNDARIES

- Does not conduct investigations or make formal HR decisions
- Does not determine corrective action or policy interpretation
- Focuses on coaching and behavior change, not compliance or enforcement
- Influences leader actions but does not hold formal decision-making authority

SUCCESS METRICS / OUTCOMES

Success in this role will be measured by:

- Reduction in repeat employee relations issues and escalations



- Increased leader independence and confidence in managing performance and team challenges
- Observable improvement in leadership behaviors, consistency, and accountability
- Demonstrated sustained behavior change—not just issue resolution
- Decreased reliance on HR for routine leadership challenges
- Positive trends in engagement, feedback, and leadership effectiveness indicators
- Adoption and consistent application of leadership practices reinforced through coaching

OTHER DUTIES

List other non-essential job functions or responsibilities. May wish to include in the list “performs other duties as assigned”.

- Commits to a respectful, just, and supportive environment for all individuals and team members aligning with the organization’s commitment to inclusion and belonging.
- As a leader, sets and promotes a culture focused on inclusion and belonging in all business practices. This includes actively seeking, hiring, and developing talented candidates and appropriately and fairly addressing issues related to inclusion in all interactions with team members.
- Other duties as necessary or assigned.

KNOWLEDGE, SKILLS & ABILITIES

List required knowledge, skills and abilities needed for the job.

Leadership Coaching & Influence

- Advanced coaching and influencing skills with ability to drive behavior change
- Ability to provide direct, candid, and real-time feedback to senior leaders
- Skilled in facilitating difficult conversations
- Strong interpersonal and relationship-building skills across all levels

Behavior Change & Accountability

- Strong understanding of behavior change principles and leadership development
- Ability to translate expectations into practical, actionable leadership behaviors
- Ability to build trust while holding leaders accountable
- Ability to stay engaged over time to ensure sustained improvement

Organizational Insight & Judgment

- Working knowledge of employee relations, performance management, and organizational dynamics
- Ability to identify patterns, risks, and leadership gaps across teams
- Strong problem-solving and pattern recognition capabilities



- Ability to manage sensitive situations with discretion and sound judgment

Operating Effectiveness in Complex Environments

- Ability to work in ambiguity and across functions without direct authority
- Ability to influence without formal decision-making authority
- Ability to navigate evolving or unclear role boundaries
- Understanding of how HR functions (HRBP, ER, compliance) operate and intersect

EDUCATION & EXPERIENCE

List required education and/or experience needed for the job.

- Bachelor's degree in Human Resources, Organizational Development, Business Administration, or a related field required; Master's degree preferred
- Minimum of 7–10 years of progressive experience in Human Resources, Organizational Development, leadership coaching, or a related field
- Demonstrated experience in leadership coaching, behavior change, and/or organizational development work
- Proven ability to work directly with leaders on complex people, performance, or team effectiveness challenges
- Experience driving practical, applied leadership development (beyond classroom or theory-based programs)

Experience may come from one or more of the following:

- HR Business Partner, Employee Relations, Organizational Development, or leadership effectiveness roles
- Leadership coaching, consulting, or internal advisory work focused on behavior change
- Supporting senior leaders with performance, team dynamics, or culture transformation

Experience working with leaders in complex or high-change environments strongly preferred

PHYSICAL REQUIREMENTS

List physical requirements of the job and indicate how often the team member is required to perform these requirements. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Physical Activity	Frequency			
	N/A	Rarely	Occasionally	Regularly
Travel	☐	☐	☒	☐
Ambulate	☐	☐	☒	☐
Drive	☐	☐	☒	☐
Type/Keyboard	☐	☐	☐	☒
Twist/turn	☐	☐	☒	☐
Stand	☐	☐	☒	☐
Sit	☐	☐	☐	☒
Talk	☐	☐	☐	☒
Hear	☐	☐	☐	☒
Use hands and fingers	☐	☐	☐	☒
Repetitive Motion	☐	☐	☐	☒
Close vision	☐	☐	☐	☒
Peripheral Vision	☐	☐	☐	☒
Depth of Perception	☐	☐	☐	☒
Ability to see color	☐	☐	☐	☒
Lift up to 5 lbs.	☐	☐	☒	☐
Lift up to 10 lbs.	☐	☐	☒	☐
Lift up to 20 lbs.	☐	☐	☒	☐
Lift up to 50 lbs.	☐	☐	☒	☐
Lift up ____ lbs.	☐	☒	☐	☐
Carry	☐	☐	☒	☐
Reach	☐	☐	☒	☐
Push	☐	☒	☐	☐
Climb	☒	☐	☐	☐
Pull	☐	☒	☐	☐
Stoop	☐	☒	☐	☐
Kneel	☐	☒	☐	☐
Crouch	☐	☒	☐	☐
Crawl	☐	☒	☐	☐
Balancing	☐	☒	☐	☐
Other:	☐	☐	☐	☐
Other:	☐	☐	☐	☐

ENVIRONMENTAL CONDITIONS

List environmental conditions of the job and indicate how often the team member is exposed to these conditions.

Physical Activity	Frequency			
	N/A	Rarely	Occasionally	Regularly
Office environment	☐	☐	☐	☒



Moderate noise	☐	☐	☒	☐
Loud noise	☐	☒	☐	☐
Extremely loud noise	☒	☒	☐	☐
Confined area	☒	☐	☐	☐
Exposure to bloodborne pathogens or bodily fluids	☒	☐	☐	☐
Exposure to allergens	☒	☐	☐	☐
Exposure to chemicals	☒	☐	☐	☐
Exposure to airborne pathogens	☐	☒	☐	☐
Exposure to dim lighting	☐	☒	☐	☐
Exposure to bright lighting	☐	☐	☐	☒
Exposure to heights or high precarious places	☒	☐	☐	☐
Extreme heat/humid conditions	☒	☐	☐	☐
Outdoor conditions	☐	☒	☐	☐
Other:	☐	☐	☐	☐
Other:	☐	☐	☐	☐

I can, with or without reasonable accommodation(s), perform the essential functions of this position:

Team Member Signature: _____

Date: [Click or tap to enter a date.](#)

Supervisor Signature: _____

Date: [Click or tap to enter a date.](#)

HR Reviewed Signature: _____

Date: [Click or tap to enter a date.](#)

AVP, Finance Signature: _____

Date: [Click or tap to enter a date.](#)

CPO Signature: _____

Date: [Click or tap to enter a date.](#)