

Andrew G. Donaldson, SPHR, GPHR
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HIGHLIGHTS OF QUALIFICATIONS

- Certified as SPHR by the Human Resources Certification Institute
- Certified as GPHR by the Human Resources Certification Institute
- Named as concurrent session presenter for 2006 SHRM Annual Conference and Exposition in Washington, DC
- Recognized by Style Weekly Magazine as one of Richmond, Virginia's Top 40 People Under 40 Years Old (Sept 2005)
- 12 years experience managing staff, projects, budgets and teams in a variety of business settings
- Expert in Workplace Diversity Initiatives and in Strategic Business Planning
- Successful in developing and implementing all aspects of a Corporate University Structure
- Strong public relations and communications skills; extremely knowledgeable with regard to political processes
- Excellent teacher/trainer; patient and effective when working with a wide range of personalities
- Highly successful in learning and comprehending new systems and methods
- Successful track record of working collaboratively with and providing consultation to a volunteer Board of Directors
- Certified mediator with proven record of success in conflict resolution
- Highly successful in planning and directing fundraising efforts for variety of organizations

RELEVANT EXPERIENCE

Richmond Behavioral Health Authority- Director of HR and Special Services January 2000-Present

- Currently serve as the Director of Human Resources and Special Services for a 420-employee Behavioral Health Agency with a \$36 million annual budget
- Oversee all aspects of Benefits administration and Compensation and Payroll
- Responsible for all aspects of Employee Relations ranging from employee grievance processes to awards and recognition programs
- Directly manage 6 professional, exempt-level staff members and indirectly manage 20 other staff members
- Chairperson for the Virginia Association of Community Service Boards Recruitment and Retention Committee
- Developed and implemented RBHA's Pay for Performance (merit) evaluation system
- Oversee recruiting process for a wide variety of professional positions from a diversity of career fields that include Social Work, Accounting, MIS, Human Resources and Executive level
- Responsible for all aspects of training through the RBHA University, directly facilitate leadership development for mid to senior-level management staff members
- Direct the Division that is responsible for RBHA safety programs including Worker's Comp oversight, OSHA compliance, and safety training development
- Developed and currently oversee the organization's Workplace Diversity initiative; documented results of this initiative include reduction of employee grievances, team productivity improvement and lowest turnover in Virginia among 40 similar organizations
- Created safety training program which reduced Worker's Comp claims by 74% in 1 year
- Negotiated and managed RBHA's Security, Custodial and Parking contracts
- Developed retention plan which reduced turnover from 25% in 2000 to 12% in 2001, 13% in 2002, and 10.5% in 2003; national turnover rate for behavioral healthcare is estimated at 25-35%
- Serve as an advisory member of the RBHA Board of Directors and the RBHA Board of Directors Advocacy and Community Education Committee
- Responsible for the RBHA's Public Relations/Community Education Department; serve, along with RBHA Executive Director, as primary, agency media contacts in high-profile, politically-charged, public environment
- Oversee all aspects of regulatory compliance with regard to the provider aspect of the RBHA business; to include the medical records unit, state licensure and HIPAA compliance
- Responsible for the RBHA's Quality Assurance initiative to include the RBHA Quality Leadership Council and Quality Assurance Teams- Chair of the Human Resource quality team

Education

University of Maryland University College

Graduate of the Defense Language Institute in Monterey, California

Currently enrolled in MA degree program at The George Washington University

BS in Human Resource Management

Russian Language and Area Studies