



Human Resources Program Manager - Loudoun County, VA

Loudoun County, VA (pop. 443,380) seeks an experienced, strategic, and service-oriented HR leader to guide human resources operations for its Department of Family Services (DFS). This is a rare opportunity to partner directly with executive leadership, support a mission-driven workforce delivering essential human services, and strengthen the people systems, policies, and practices that help the department and its employees thrive.

The Opportunity

The Human Resources Program Manager is a senior, exempt HR leader responsible for managing DFS human resources operations, including the department's organizational development program. Reporting to the DFS Director or the Director's designee, this highly visible leader serves as a subject-matter expert, first-level supervisor for the HR team, and trusted advisor to department leadership on complex and sensitive personnel matters.

The role provides high-level consultation across the full HR spectrum, including recruitment and selection, workforce planning, performance management, employee relations, training, and organizational development. The Program Manager works closely with Loudoun County's central Department of Human Resources to align departmental practices with County policy, employment law, and HR best practices while adapting solutions to DFS's operational realities and service demands.

Key Responsibilities

- Lead and supervise a small HR team, ensuring accurate, timely, and responsive service delivery across core HR functions.
- Advise executive leadership, managers, and supervisors on employee relations, recruitment and selection, performance management, policy interpretation, investigations support, and risk mitigation.
- Develop, implement, and refine departmental standard operating procedures, workflows, and process improvements that strengthen compliance, consistency, and service delivery.
- Analyze HR trends, employee relations patterns, survey feedback, vacancies, and recruitment progress to recommend actionable strategies and improve workforce outcomes.
- Coordinate with central HR, County attorneys, and other stakeholders to ensure sound, defensible, and mission-aligned HR actions.
- Support reporting requirements, contracts, expenditures as assigned, and Oracle-related system functionality needed to perform key work responsibilities.
- Build trusted relationships across DFS while maintaining confidentiality, professional boundaries, and a visible customer-service presence.

The Ideal Candidate

The successful candidate will be a well-rounded public-sector HR professional with strong employee relations experience and the judgment to navigate complex people issues with credibility, discretion, and consistency. The County seeks a leader who can interpret and clearly communicate policy requirements across both County and State contexts, translate them into practical guidance, and help supervisors take timely and compliant action.

This individual will bring operational discipline and a solution-focused mindset, with the ability to create durable procedures, improve documentation, and support both centralized and decentralized operations. The strongest candidates will demonstrate executive presence, emotional intelligence, and the diplomacy to handle sensitive conversations while reinforcing accountability and professional standards.

Exceptional communication skills are essential. The HR Program Manager must write clearly, speak credibly, analyze workforce trends and HR metrics, and provide leadership with practical recommendations related to recruiting, onboarding, training, retention, and organizational effectiveness.

Minimum Qualifications

- Bachelor's degree in a related field.
- Five years of related HR work experience, including at least one year in a lead or supervisory capacity.
- An equivalent combination of education and experience may be acceptable.
- This is an essential personnel role requiring availability beyond standard business hours when needed, including nights, weekends, and holidays, and the ability to report to work during County-designated emergency or unscheduled leave events.

Preferred Qualifications

- PHR/SPHR, PSHRA-CP/PSHRA-SCP, SHRM-CP/SHRM-SCP, or similar HR certification.
- Public sector or local government HR experience.

Department of Family Services

Loudoun County's Department of Family Services delivers essential human services that strengthen family stability, support self-sufficiency, and protect vulnerable residents. DFS administers programs for children, youth, families, older adults, and individuals facing economic or personal crisis, combining locally responsive services with state and federal mandates.

The department's FY 2026 adopted budget is \$51,524,567 and includes 308 full-time equivalent positions. DFS also administers the Children's Services Act program, with approximately \$10.3 million in appropriations supporting youth and families across the community.

About Loudoun County

Loudoun County Government is a high-performing public organization known for teamwork, community, and innovation. The County serves a rapidly growing and sophisticated community through strong cross-functional partnerships, data-informed decision-making, and a commitment to responsive public service.

Located in Northern Virginia about 45 minutes northwest of Washington, D.C., Loudoun County offers a blend of suburban amenities, rural landscapes, economic vitality, strong schools, and exceptional quality of life. The County has more than 453,800 residents and an overall workforce of approximately 5,300 full-time equivalent employees.

Compensation and Benefits

The salary range for this position is \$77,950 to \$136,412 annually, with an anticipated hiring range of \$105,000 to \$125,000 depending on qualifications and experience. Loudoun County offers a comprehensive benefits package that includes multiple health plan options, dental, vision, disability coverage, annual and sick leave, personal leave, Virginia Retirement System participation, deferred compensation, life insurance, flexible spending accounts, paid family leave, wellness and education benefits, and potential relocation assistance up to \$6,000.

How to Apply

The position is open until filled; however, first review of applications will occur on April 30, 2026. Qualified candidates should apply online at www.GovHRjobs.com with a resume and cover letter.

For additional information, please contact Yolanda Howze, Director of Executive Recruitment, at 224-245-5630, or Rodney Crain, MGT Senior Consultant, at 847-380-3240, ext. 154.

Loudoun County Government is an equal opportunity employer committed to a diverse, inclusive, and respectful workplace.