



OFFICE *of* HUMAN RESOURCES

What is the NIH Office of Human Resources (OHR)?

**An NIH Employee Guide to the
Office of Human Resources (OHR) at the National Institutes
of Health (NIH)**

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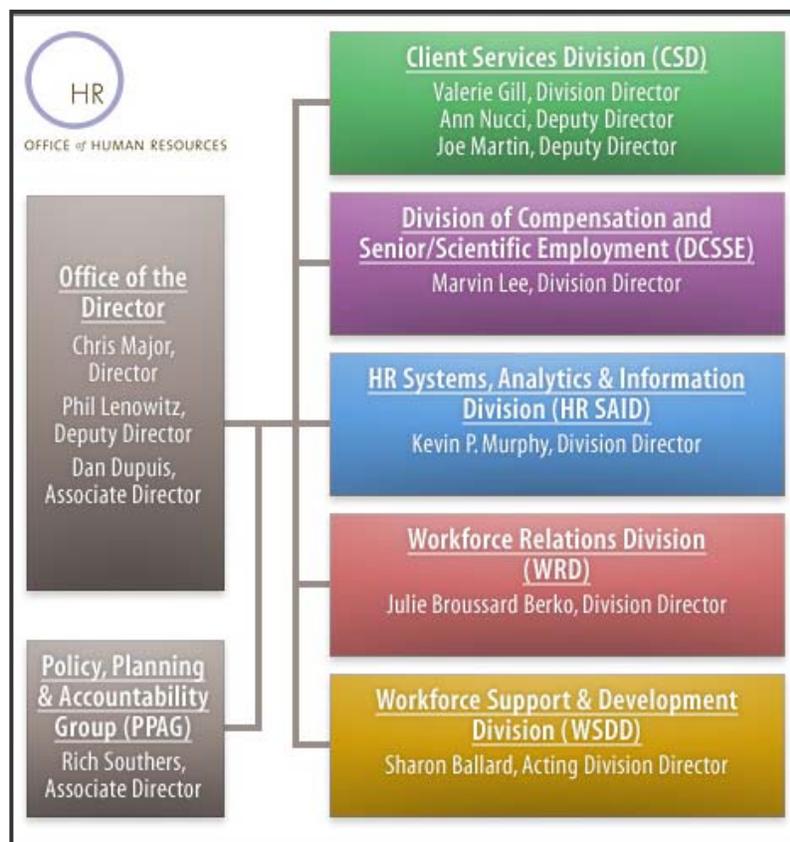
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Introduction to the NIH Office of Human Resources (OHR)

The NIH Office of Human Resources (OHR) advises the NIH Director and staff, Institute/Center management and staff, on strategic and tactical human resource (HR) management needs; directs HR management services; provides NIH leadership, strategic and operational planning for Human Capital program development, salary administration, corporate recruitment, employee and management development, and other functions; conducts studies and makes recommendations to senior NIH management for new or redirected HR efforts, programs, and policies, as appropriate; supports the HR systems and HR business needs of the NIH; and provides operational support to meet the NIH management and employee needs for Human resource services. The NIH OHR is comprised of these divisions:

- Client Services Division (CSD)
- Compensation and Senior/Scientific Employment Division (CSSED)
- HR Systems, Analytics and Information Division (HR SAID)
- Workforce Relations Division (WRD)
- Workforce Support and Development Division (WSDD)

This guide walks through the NIH OHR organization, and explains how it is structured as well as its core functions.



The OHR Organizations

Office of the Director (OD) / Office of Human Resources (OHR)

The Office of Human Resources Advises the NIH Director and staff, Institute/Center management on all matters pertaining to HR management; plans and coordinates NIH Human Capital Planning activities; plans, conducts and coordinates for the OHR the following activities: strategic planning; risk assessment/management; provides leadership and coordination for OHR administrative functions; responsible for the development and implementation of HR policies, and management of HR delegations of authority; and develops and provides guidance and oversight for policy for Title 5 employment mechanisms, and coordinates Human resource programs and policies with HHS. This office consists of:

- Director
- Deputy Director
- Associate Director for Strategic Planning
- Associate Director for Administration
- Special Programs Organization

Director

The Director of the OHR leads and directs all of the organizations within the OHR. All Division Directors and Associate Directors within OHR report to the Director.

Deputy Director

The Deputy Director of the OHR assists the Director in leading the organizations within OHR.

Associate Director for Strategic Planning

The Associate Director for Strategic Planning directs strategic management programs for the OHR.

Associate Director for Administration

The Associate Director for Administration directs administrative management programs for the OHR.

Policy, Planning and Accountability Group (PPAG)

The Policy, Planning and Accountability Group (PPAG) is a component of the Office of the Director, Office of Human Resources, and provides strategic management and advisement to the OHR on matters regarding HR Policy, which includes Title 5 staffing policy and coordination and management of all HR policies and delegations of authority; Human Capital planning; and HR Accountability which includes accountability and reporting, risk management, and project management. The PPAG ensures that OHR's authorities and services are strategically aligned, evaluated for maximum operational effectiveness, and handled in an expeditious fashion.

Client Services Division (CSD)

The Client Services Division (CSD) provides core human resource advice, operational functions and services (in the areas of strategic recruitment, staffing, delegated examining, position classification, and Commissioned Corps) to NIH employees; serves as the first and primary point of contact for IC managers, supervisors, and employees in the delivery of HR operational services; and interfaces with staff of the other OHR Divisions to provide for a full range of HR operational services to the ICs.

The **Internal Operations Oversight Branch** provides core human resource advice, operational functions and services (in the areas of non-supervisory GS-14 and GS-15 administrative position classification, Delegated Examining and Commissioned Corps) to NIH employees; develops CSD training and competency management plans and delivers internal training and competency assessments; responds to oversight requests for information and develops internal standard operating procedures; provides quality and consistent reviews of requested special incentive awards, requiring approvals at the OHR level or above; assesses the efficiency and effectiveness of CSD services and recommends changes in business processes; and provides internal support to all CSD operations.

The **Operations Branches** of the CSD are comprised of 10 Branches (A through J) and 4 ancillary units, Classification and Position Management, Delegated Examining, Commissioned Corps Personnel, and Administrative Management. The CSD Operations Branches service the following Institutes:

- Branch A – NCI
- Branch B – OD
- Branch C – ORS/ORF, OHR
- Branch D – NIAID
- Branch E – CC and NINR
- Branch F – NIEHS, NIAAA, NIDA, NHGRI
- Branch G – NHLBI, NICHD, NIDDK, NIGMS
- Branch H – CSR, FIC, NCMHD, NCRR, NIBIB, NLM
- Branch I – NCCAM, NIA, NIAMS, NIDCD, NIDCR
- Branch J – NEI, NIMH, NINDS, CIT

The Operations Branches are the first point of contact for IC program managers and employees on issues of:

- Recruitment and Placement
- Pay Setting
- Position Classification
- Position Management
- Compensation

To find the specific individuals that service specific ICs and sub-organizations, go to the HR Community on the NIH Portal to use the “Who Are My HR Contacts?” feature:

<http://hr.od.nih.gov/hrcommunity.htm>

Compensation and Senior/Scientific Employment Division (CSSED)

The Compensation and Senior/Scientific Employment Division provides HR advisory and consulting services to NIH management, OHR management, and CSD operations staff while developing, administering, and evaluating policy and programs in: Senior Level Recruitment, Senior and Scientific Employment, and Title 5 Compensation and Classification. CSSED services are designed to recruit, compensate, and retain a highly qualified, motivated, and diverse workforce; provide recruitment and classification services for IC Directors, the NIH/OD Deputy Director, and all SES positions; and respond to a variety of HR issues and cases that arise from the NIH OD and ICs that are precedent-setting, controversial, and/or require sensitive handling.

The **Senior Level Recruitment Team** administers NIH recruitment policies and programs for the SES, IC Directors, and the four NIH Deputy Directors. Work includes advising, conducting, and coordinating critical NIH leadership recruitment activities including the management of the allocation of executive positions.

The **Senior and Scientific Employment Team** serves as a principal source for advice, interpretation and guidance, and program and policy development regarding NIH's major intramural training and fellowship authorities. Title 42 activities involve independent assessment and identification of programmatic problems, legal requirements and constraints; development and analysis of options, and policy and procedural recommendations; development of implementing instructions; and providing extensive advice.

The **Title 5 Compensation and Classification Team** administers NIH Compensation, and Position-Classification programs that include Recruitment, Relocation, and Retention Incentives, Physicians Comparability Allowance, Title 38 Physicians and Dentists Pay, Above the Minimum, Pay-Setting, Highest Previous Rate, Special Salary Rates, Intergovernmental Personnel Act Assignments, Waivers of Overpayment, and Classification Appeals.

The **Title 5 Staffing and Recruitment Team** administers NIH Staffing and Recruitment programs that include Merit Promotion, Delegated Examining, Details, Career Ladders, Veterans' Preference, Selective Placement Programs, Student Programs, etc. Members of this staff work closely with all levels of NIH management and staff as well as with officials of HHS and OPM.

HR Systems, Analytics and Information Division (HR SAID)

HR SAID serves as advisor to NIH leadership on HR systems solutions for NIH business needs; provides project management for enterprise HR systems and functional aspects of OHR public and internal web sites; provides systems training and support services for NIH customers; analyzes HR metrics/benchmarks, internal OHR business practices, processes, and programs; supports business standardization efforts for OHR; serves as business owners for NIH HR systems including responsibility for systems risk management; coordinates the OHR information security program; and serves as NIH advocates for these systems to ensure they meet NIH business and process needs. HR SAID is comprised of three Branches:

- HR Core Systems and Business Analytics Branch (CSBAB)
- Talent Management and Workflow Systems Branch (TMWSB)
- HR Systems Support and Information Management Branch (SSIMB)

The **Core Systems and Business Analytics Branch** coordinates with HHS and PSC on requirements analysis, selection, development, testing, implementation, deployment, and future enhancements for all core/back office enterprise HR systems; serves as NIH advocates for these systems to ensure they meet NIH business and process needs; collaborates with business process owners to perform requirements analysis, selection, testing, implementation, deployment, and support and recommend future enhancements for core NIH HR systems; leads OHR systems risk management efforts; leads OHR efforts to assure information security; provides HR analysis and analytics for OHR and outside organizations; and leads OHR systems related reengineering efforts.

The **Talent Management and Workflow Systems Branch** coordinates with HHS on requirements analysis, selection, development, testing, implementation, deployment and future enhancements for talent management and workflow systems; serves as NIH advocates for these systems to ensure they meet NIH business and process needs; and collaborates with business owners to perform requirements analysis, selection, development, testing, implementation, deployment, support and recommend enhancements for NIH HR talent management and workflow systems.

The **HR Systems Support and Information Management Branch** provides information management for OHR customers through public and internal web sites; provides technical support through the HR systems help desk, and provides other job aids and reference guides to assist system users; collaborates with business process owners to perform requirements analysis, selection, testing, implementation, deployment, and support and recommend future enhancements for NIH training systems; and performs change management functions for HR systems.

The most direct contact HR SAID has with NIH employees is through HR Systems Support (hssystemssupport@od.nih.gov, 301-451-1436), which provides support for systems used by NIH employees such as:

- Capital HR
- eOPF
- HHS Careers
- QuickClassification
- USAJOBS
- WiTS
- HR Community on the NIH Portal, and the OHR website

Workforce Relations Division (WRD)

The Workforce Relations Division develops, administers and evaluates a variety of services, products, and program policy in the areas of employee and labor relations, performance management and awards; manages the overall NIH appointment authority, personnel and pay action functions for civil service employees; provides support for employee payroll issues, including error corrections; provides IC and employee operational assistance for the Integrated Time and Attendance System (ITAS); and manages the NIH employee benefits program, including retirement, health benefits, Thrift Savings Plan, and Long Term Care. WRD is made up of the WRD Office of the Director and two branches and one team:

- Employee Relations/Labor Relations Branch
- Benefits and Payroll Liaison Branch
- NIH Performance Management Team

The **Workforce Relations Division Office of the Director** advises NIH Senior Management on all matters pertaining to Employee and Labor Relations, Benefits and Performance Management; plans, conducts and coordinates NIH programs and services in these functional areas; provides leadership and direction for the Division's two Branches; assists managers in developing performance plans that are consistent and meet the objectives for appraising employees; develops workshops for supervisors on writing effective elements and standards, assessing performance and providing constructive feedback; and develops and evaluates policy to ensure that performance management and award programs are administered appropriately throughout the NIH.

The **Employee Relations/Labor Relations Branch** provides advice and assistance to the NIH and IC managers on disciplinary, adverse and performance-based actions, processing grievances, and responding to appeals and other third-party actions; coordinates the NIH and IC labor-management relations program, including negotiations and administration of collective bargaining agreements; conducts negotiations on behalf of management and/or advises management on the conduct of labor-management negotiations; represents the NIH and ICs in dealing with employee representatives and third-party representatives; and plans, develops, and implements internal guidance and provides regulatory and policy advice and assistance on workforce relations matters such as time and leave administration.

The **Benefits and Payroll Liaison Branch** manages the administration of all employee benefit and entitlement programs, including retirement, health insurance, Federal employees' group life insurance, long term care insurance, workers' compensation, unemployment compensation, thrift savings plans; plans, conducts and evaluates, develops guidance and provides policy advice and assistance on all benefits and entitlements; serves as liaison with organizations such as OPM, Department of Labor, and the Thrift Savings Board; provides direct benefit and entitlement counseling to

employees and their families and survivors, as appropriate; manages all employee outreach and information services, such as open seasons; provides technical assistance and liaison service on payroll and ITAS matters; monitors the position management and data integrity of Capital HR; and authorizes all personnel actions approved for processing in Capital HR.

The **NIH Performance Management Team**, part of WRD, provides advisory services to the ICs on all aspects of performance management including the Performance Management Appraisal Program (PMAP), Senior Executive Service, and Title 42 (f); and develops NIH policy to provide management direction on evaluating and recognizing staff.

Workforce Support and Development Division (WSDD)

The WSDD plans, coordinates, and implements the NIH activities concerning employee and management training, and develops programs and services; plans and manages employee transition services designed to further the goals of the A-76 program; plans, conducts, and implements work/life programs designed to support a family-friendly workplace for NIH employees; plans and implements an NIH Director's Awards program to recognize outstanding accomplishments that further the NIH mission; and carries out these programs through the NIH Training Center, the NIH Transition Center and the NIH Work/Life Center. The Workforce Support and Development Division is comprised of three Centers:

- NIH Training Center
- NIH Transition Center
- NIH Work/Life Center

The **Training Center** supports the development of NIH human capital through consultation and collaboration with key officials and other NIH training programs to provide agency-specific training, and career development programs; perform consulting services that are designed to enhance learning and to facilitate optimal individual, group, and organizational performance; formulates, organizes, plans, and executes goals and objectives toward significantly enhancing NIH-specific training and development opportunities for scientific and professional staff within the various Institutes and Centers; and manages NIH Leadership Development, Competency and Management Intern programs..

The **Transition Center** assists NIH employees and managers who are impacted by transition due to administration or departmental initiatives; provides a dedicated human resources advisor to A-76 study teams throughout the entire competitive sourcing process; and facilitates effective placements for affected employees through a formal transition period

The **NIH Work/Life Center** implements Federal and NIH Work/Life services to promote NIH as a family-friendly workplace; provides professional development services to assist employees in enriching their careers; offers resources to assist employees balancing their work and personal lives; and manages the NIH Director's Award Ceremony Program, and facilitates the submission of honorary awards including the HHS Secretary's Award and HHS vetted external organizations.

NIH OHR Resources

For more information on the NIH OHR organization, please review the OHR Website as well as the Human Resources Community and the HR Professionals Community on the NIH Portal:

- NIH OHR Website – <http://hr.od.nih.gov>
 - The Training Center - <http://learningsource.od.nih.gov/>
 - The Work/Life Center - <http://wflc.od.nih.gov/>
 - HR Systems Support - hssystemssupport@od.nih.gov, 301-451-1436
 - Who Are My HR Contacts? - <http://hr.od.nih.gov/hrcommunity.htm>
 - HR Navigator - <http://hr.od.nih.gov/hrcommunity.htm>
 - Did You Know? Benefits Newsletter - <http://hr.od.nih.gov/Benefits/newsletters/current.htm>
 -
- HR Resources on the NIH Portal (Intranet)
 - Human Resources Community – <http://hr.od.nih.gov/hrcommunity.htm>
 - HR Professionals Community - <http://hr.od.nih.gov/hrprofcommunity.htm>
 - HR Community for Admin/Managers – <http://hr.od.nih.gov/admincommunity.htm>
 - HR Community for New Employees – <http://hr.od.nih.gov/newemployee.htm>
 - HR Community for the Senior Executive Service - <http://hr.od.nih.gov/seniorexecutiveservice.htm>
 - Training and Career Development Page – <http://hr.od.nih.gov/career.htm>
 - WiTS Community for HR Professionals – <http://hr.od.nih.gov/witscommunity.htm>