

## Welcome to the University of Massachusetts Medical School Office of Employee Relations

### Our Role

Employee Relations is concerned with maintaining the employee/manager or co-worker relationships that contribute to the University of Massachusetts Medical School's (UMMS) high performance culture. Essentially, the Office of Employee Relations assists with preventing and resolving issues involving individuals that arise out of or affect work situations.

### Our Responsibilities

- To serve as a resource to employees and managers to promote and maintain positive work relations at UMMS.
- To offer confidential consultation, facilitation and resolution strategies for workplace issues.
- To assist in establishing and heightening mutual trust and acceptance within the UMMS community.
- To provide fair, reliable and effective solutions in a timely fashion.

### Our Partners

The Office of Employee Relations collaborates with the Diversity & Inclusion Office, the Office of Faculty Affairs, the Employee Assistance Program (EAP), Employee Health Services and the Department of Public Safety.

### Our Team

Our team of Employee Relations Consultants has many years of experience including coaching and counseling at all levels of the organization on a wide variety of issues as well as a thorough understanding of employment law, the UMMS collective bargaining agreements, mediation, conflict resolution tactics, and the UMMS policies and procedures.

An Employee Relations Consultant is assigned to work with each UMMS department. To find your Employee Relations Consultant, go to <http://inside.umassmed.edu/hr/> or click on UMMS departments on next page.

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### FOR ADDITIONAL ASSISTANCE, CONTACT US AT:

University of Massachusetts Medical School, Human Resources Department  
333 South Street, Shrewsbury, MA 01545

*p* 508-856-5260 – Press #5 | *e* [Relations@umassmed.edu](mailto:Relations@umassmed.edu) | *w* [www.umassmed.edu/hr/](http://www.umassmed.edu/hr/)

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## Our Team



**Marlene S. Tucker**

Director of Employee Relations  
508-856-6396  
marlene.tucker@umassmed.edu

*Marlene Tucker* has served as Director of Employee Relations, in the Human Resources Office of Employee Relations for the University of Massachusetts Medical School (UMMS) since October 2014. Prior to joining the Human Resources Department, Tucker served as the Director of the Diversity and Equal Opportunity Office at UMMS for 17 years. Tucker's experience prior to UMMS was a variety of Human Resources positions in the banking and healthcare fields. Tucker has over 30 years of Human Resources experience and holds a Bachelor of Science Degree in Sociology from Worcester State University and holds a Certificate of Diversity Management from the School of Industrial and Labor Relations at Cornell University. Tucker is assigned to work with the following **UMMS departments**.

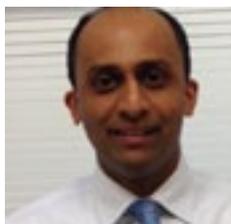


**Heather Saad**

Administrative Support,  
Employee Relations  
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## HUMAN RESOURCES

### Office of Employee Relations



**Ben R. Moorghen, MPH**

Employee Relations Consultant  
508-856-1284  
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*Ben Moorghen* has served as an Employee Relations Consultant, in the Human Resources Office of Employee Relations for the University of Massachusetts Medical School (UMMS) since July 2009. In this role, he brings extensive experience in employee relations, education and training, customer care, project management, and operations and management. In earlier positions, Moorghen conducted face-to-face and on-line trainings following adult education principles and in-service programs related to quality activities. Moorghen has over 15 years of employee relations experience and holds a Bachelor Degree in Psychology from Clark University and a Master of Public Health from the University of Massachusetts at Amherst.

Moorghen is assigned to work with the following **UMMS departments**.



**Kristin M. Mullins**

Employee Relations Consultant  
508-421-6199  
kristin.mullins@umassmed.edu

*Kristin Mullins* has served as an Employee Relations Consultant, in the Human Resources Office of Employee Relations for the University of Massachusetts Medical School (UMMS) since 2007. Prior to joining UMMS, Mullin's served as Senior Manager at Limited Brands, Inc. for 2 years and has 12 years of employee relations experience in various industries. Mullins currently sits on the Board of Directors at the Worcester Animal Rescue League where she acts as Chair for the Human Resources and Events Committees. Mullins holds a Bachelor of Arts Degree in Communications from Worcester State University.

Mullins is assigned to work with the following **UMMS departments**.



**Jeffery G. Matthews**

Employee Relations Consultant  
508-856-5787  
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*Jeffery Matthews* has served as an Employee Relations Consultant, in the Human Resources Office of Employee Relations for the University of Massachusetts Medical School (UMMS) since June 2012. Prior to joining the Human Resources Department, Matthews served as a Diversity Consultant at UMMS for 2 years. Matthews' experience includes serving as HR Manager at Hanover Insurance for 19 years and has over 25 years of employee relations experience. Matthews holds a Bachelor of Science in Business Management from Becker College. Matthews is assigned to work with the following **UMMS departments**.



## Our Services & Resources

Below is a summary of our services and resources. Please contact us for additional information.

### For Managers:

**Workplace Investigations & Safety:** Employee Relations works in collaboration with department management and other administrative offices when conducting investigations regarding alleged misconduct and violations of UMMS policy and workplace violence including a risk assessment.

**Performance Management:** Employee Relations works in collaboration with department management on the elements of the performance management program, addressing and correcting unsatisfactory performance.

**Disciplinary Processes:** Employee Relations supports department management on the process for administering disciplinary action when required.

### For Employees:

**Grievances Process:** Employee Relations provides guidance regarding the grievances available to employees to grieve certain actions by management.

**Exit Interview Services:** Employee Relations provides exit interviews to capture structured feedback from former employees and identify their primary reasons for leaving, as well as what they liked and didn't like about our institution. Reports will assist us with employee retention highlighting the main concerns employees share regarding the institution.

### For Managers & Employees:

**Consultations:** Employee Relations is available to both management and employees in discussing workplace issues. We can assist in policy interpretation and help both employees and supervisors to think through available options for addressing situations and approaching work-related conversations. We provide coaching and mentoring to managers and employees. You can learn more about our Employee Relations consultation services, our facilitated conversation counseling, and our training programs by contacting us.

**New Hire Onboarding Services:** Employee Relations provides support during the onboarding of new hires. We will consult management and new hires during this "probationary period" and support the communications between both parties about what is going well and what needs improvement. We check in with employees during their probationary period as well as their managers which provide the foundation for discussions regarding effective training opportunities for skill development, as well as regular, accurate feedback regarding work performance for new hires.