

**Community Living Durham North is searching for a Human Resources Manager.**

## **COMPETENCIES - JOB DESCRIPTION**

### **Human Resources Manager**

Our Vision

***A community where everyone is valued***

Our Mission

***To offer quality services and supports built on choice and advocacy, while fostering the community's capacity to value all members***

### **Position Summary**

The paramount responsibility of every employee is to adhere to, and promote, our organizational Vision and Mission statements.

The Human Resources Manager is responsible for all day-to-day HR functions both directly and by orchestrating the work of two Schedulers and two HR Assistants. This involves overseeing the recruitment process and the interviewing, hiring and orientation of new staff, as well as all internal movement via postings and transfers, and the maintenance of the Scheduling database. The HR Manager is responsible for ongoing education for all employees on the web-based training software. In consultation with directors and managers, the HR Manager is central to the discipline process and handles all grievances, deferring increasingly to senior staff as grievances escalate towards mediation.

HR is also responsible for day-to-day Health & Safety issues, liaising with WSIB and Ministry of Labour, conducting Ergo assessments and health and safety audits, representing management on the Joint Health and Safety Committee, etc.

The Human Resources Manager must work in compliance with the provisions of the Occupational Health and Safety Act and with the Social Inclusion Act, 2008 and its Regulation 299/10.

### **Qualifications**

- A degree or diploma in Human Resources Management, or equivalent
- Five (5) years of experience in a managerial HR position, preferably in a unionized setting
- Valid driver's license and access to a personal vehicle
- Excellent computer skills (i.e. Excel, Word, Scheduling Software)
- Excellent communication and interpersonal skills

### **Core Competencies** (*expectations that apply to every employee and every position*)

1. Compassionate, responsible support of people, their families and the community
2. Effective and positive communication with everyone

3. Enthusiastic support for my organization, team and co-workers
4. Embracing change, innovation and personal growth

**Role Competencies** (*responsibilities specific to this position*)

1. Administers CLDN's human resource activities thoughtfully and strategically

- Occupies a pivotal role in CLDN's recruitment, selection, retention and termination functions
- Utilizes a variety of strategies and tactics to ensure that recruitment efforts continue to attract a sufficiently large number of suitable employment candidates
- Ensures that selection methodologies are effective in identifying and hiring the most suitable candidates
- Provides on-going input and support to a comprehensive orientation program that introduces new employees to the values and vision of the organization
- Oversee all scheduling activities and the maintenance and development of the Scheduling database
- Ensures that exit interviews are conducted with all departing employees and that information and feedback obtained during these conversations is captured and utilized for the betterment of agency policies, procedures and processes
- Assists in identifying, monitoring and analyzing workforce trends and dynamics that may significantly impact the agency
- Monitors all human resource policies, procedures and processes to ensure that they contribute to CLDN's reputation as a preferred employer within the community

2. The Human Resource Manager is the agency's front line liaison with the union and, in consultation with senior management, establishes and maintains effective labour relations

- Ensures that routine HR decisions support and maintain good working relationships with staff and bargaining units
- Plays a central role in disciplinary matters liaising with program managers and directors, including the Director of Human Resources, to develop a position that is fair, consistent and designed to encourage enhanced performance
- Manages discipline and termination proceedings in a way that respects the dignity of individuals and complies with best practices
- Accepts grievances, monitors time lines, consults with program managers and directors, including the Director of Human Resources, to develop management's response
- Sits on Employee Relations Committees and is a member of the CLDN negotiating teams during collective bargaining

3. The HR Manager is responsible for day-to-day Health & Safety issues

- Submits injury reports to WSIB and monitors all open files
- Liaises with Ministry of Labour concerning all compliance issues, complaints, etc.
- Conducts Ergonomic Assessments
- Performs health and safety audits and represents management on the Joint Health and Safety Committee
- Prepares reports on staff injuries and workplace violence that are shared agency wide
- Makes recommendations to senior management re Health & Safety

4. The HR Manager collaborates with the entire management team; makes recommendations to directors and, where appropriate, acts as a resource and mentor to program managers

- Assists and guides managers in performance management matters
- Facilitates the identification of training needs throughout the organization and champions a comprehensive yearly training program
- Represents CLDN on Durham Staff Training Committee
- Prepares reports on sick time usage and shares relevant data with employees, Schedulers and management
- Assists program managers to create and adjust team schedules in CARM
- Coordinates agency-wide staff recognition program

5. Provides empowering leadership to Schedulers, and the Admin team

- Encourages employees to embrace life-long learning and serves as an effective role model
- Utilizes a variety of tools and techniques to analyze individual and organizational development needs
- Evaluates training and development activities and utilizes information to create better strategies and approaches
- Understands the necessity for creating a learning organization
- Stimulates the involvement of all team members, encourages joint decision making and continual feedback
- Carefully manages team dynamics & educates individuals on how to become effective team players.
- Coaches the team to adopt shared values; use good processes and improve decision making
- Assists individuals and team to set goals that are challenging and achievable

- Guides and supports employees to become more accountable and responsible
- Provides recognition for individual and team achievements and initiatives

6. Is a careful and thoughtful custodian of resources

- Practices financial responsibility by managing staff, property and material prudently
- Influences processes like orientation, scheduling and staff training in such a way as to maximize the benefit gained for each dollar while protecting the agency's budget

7. Acts prudently concerning health & safety of staff and people:

- Ensures individual and team compliance with all health and safety rules and regulations and takes appropriate actions to maintain a safe workplace.
- Capable of handling emergency situations

**Working Conditions**

- The incumbent must be able to prioritize, plan and organize work to complete scheduled tasks despite frequent distractions and interruptions
- The incumbent must be highly organized, versatile and innovative in order to manage the volume of work and various deadlines
- The incumbent will communicate regularly with individuals at all levels internally and on occasion with external organizations
- The incumbent will spend long hours sitting and using office equipment and computers, which may cause muscle strain
- The incumbent must spend long hours in intense concentration

**Hours of Work**

The position has 40 hour work week, typically 8 am to 4 pm, five days per week. It is understood that the flexing of these hours may be necessary from time to time and that additional hours may be required on a periodic basis, for example during mediation or collective bargaining.

Job Type: Full-time

Pay: \$79,206.40-\$82,492.80 per year

Benefits:

- Company pension
- Dental care
- Employee assistance program
- Extended health care
- Flexible schedule
- Life insurance
- On-site parking

- Paid time off
- Vision care
- Wellness program

Education:

- Bachelor's Degree (preferred)

Experience:

- Human resources: 3 years (preferred)

Work Location: In person

Submit Resume and Cover Letter to: [Leeanna@cldn.ca](mailto:Leeanna@cldn.ca)