

Job Title: Manager, People and Culture (Union Exempt)
Reports to: Executive Director, Finance, Administration and Operations ("ED")

Other: Liaises with Board of Directors Member Management Committee

Salary: \$65,000 to \$85,000

Job Purpose:

The Manager, People and Culture oversees the recruitment and hiring of employees and liaises with Manager, Business Operations and Promotions regarding the recruitment and utilization of volunteers.

- She oversees payroll, benefits and training, the maintenance of accurate position descriptions and performance management.
- She strives to foster positive relationships among all staff, volunteers and the employer and create a positive workplace culture for all.
- She works within existing legal requirements to protect the interests of employees, volunteers, and Haven Society.
- She fosters an environment of inclusion, belonging and equity for all team members, volunteers, and community partners.

Duties and Responsibilities:

Legal

- Complies with all existing legal requirements related to employment standards and reporting requirements to protect the interests of employees, volunteers, and Haven Society
- Ensures confidentiality of employee and volunteer records through proper security and procedures in handling and storage of confidential information

Employee/Volunteer Relations

- Develops and updates human resources policies; communicates policies, procedures, and legislative requirements as required
- Aids with employee understanding of benefits using Payworks and assists with any claim issues
- Recommends practices to foster positive employer-employee as well as volunteer-employee relationships and to promote a positive work culture
- Develops and updates human resources policy manual
- Oversees the occupational health and safety program
- Promotes employee and volunteer communication and feedback through avenues such as suggestion programs and engagement surveys

Position Descriptions

- Works with Leadership team to develop position descriptions to ensure a clear understanding of accountability and responsibility; provides employee position descriptions to Health Sciences Association(HSA) and Community Social Services Employers' Association of BC (CSSEA) and participates in classification reviews
- Maintains accurate and up-to-date position descriptions for all staff and volunteers

Recruitment and Orientation

- Manages the recruitment process (online posting, hiring panel oversight, reference checks, preparation of job offers) for employee positions approved by ED
- Retains hiring records
- Manages the onboarding of new staff; works with management team to ensure that all new hires and volunteers receive comprehensive orientation
- Maintains accurate and complete files for each employee including contract/casual positions

Payworks/Employee benefits

- Oversees the implementation and management of the human resources components of the payroll system
- Ensures that mechanisms are in place for management approval of days worked, vacation and sick days
- Administers leaves of absence, changes in full-time equivalent (FTE) status approved by ED
- Administers WorkSafeBC and Long-term disability (LTD) claims
- Completes changes to employee master files as required

Pension records

- Accesses Municipal Pension Plan (MPP) database; assists employees in understanding pension benefits
- Registers, changes, and terminates pension benefits; assists with purchases of leaves, LTD and retirement
- Reports earnings to MPP annually; distributes pension reports to employees

Performance reviews/Employee development

- Supports Directors, Managers and instructs employees on the requirement to submit an annual performance plan with clear and measurable objectives
- Ensures that two performance reviews are conducted annually for each employee and that performance discussions take place with volunteers
- Provides training to managers and employees regarding human resources issues/processes through workshops, manuals, handbooks and reports
- Works with management team to identify educational/training opportunities for employees and volunteer

Discipline/grievance processes

- Develops a progressive discipline process that is consistent with requirements of collective agreement; advises management team regarding this process, as required
- Investigates complaints, assists toward resolution or remedy
- Responds to grievance processes, assists toward resolution or remedy

Other

- Participates on Management Committee to support overall activities at Haven Society
- Attends and takes minutes for Haven Labour Management Committee
- Participates in organizational development to address succession planning, employee retention, organizational design, and change management
- Prepares monthly report for Executive Director and attends Board meetings as requested

Qualifications

- A post-secondary degree or diploma with an HR focus, supplemented by at least 4 years of similar experience, or an acceptable combination of equivalent education, training or experience in related fields. A CHRP designation would be an asset (Or willingness to obtain CHRP designation within 6 months).
- Relevant legislation and regulations including knowledge of Employment Standards, Human Rights, Accessibility and Occupational Health and Safety regulations
- Considerable knowledge in Human Resources activities, including recruitment, orientation, compensation, training, investigation processes and employee relations

- Experience drafting and modifying job descriptions
- Experience with job classification is desired
- Experience working as an effective member of a team in a human resource capacity providing quality staff service
- An extremely perceptive person who is capable of relating to individuals at all levels
- Present self professionally and ethically
- Effective communication skills, both verbally and in writing
- Computer literate
- Good knowledge of employment law
- Experience with Union