

HUMAN RESOURCES POLICIES AND PROCEDURES

POSITION DESCRIPTION: HUMAN RESOURCES COORDINATOR

SECTION ONE: POSITION TITLE, REPORTING AND STATUS

Position Title: Human Resources Coordinator	
Reports to: Human Resources Manager	Direct Reports: N / A
Job Status: Full Time	Hours of Work: 37.5 per week
Effective Date: April 17, 2024	Revision Date: April 2027

SECTION TWO: POSITION SUMMARY

The Human Resources Coordinator is responsible to administer and oversee the effective and efficient processes relating to employee records, recruiting and other human resources and administrative processes within the Umbrella Family. This position acts as a key point of contact on all related matters, including but not limited to: recruitment and onboarding coordination, document collection, employee records, and answering HR-related questions from staff, supervisors and job applicants.

SECTION THREE: DUTIES AND RESPONSIBILITIES

The key responsibilities of the Human Resources Coordinator comprise of the following:

3.1 Resource to the Human Resources Manager

- (i) Report to the Human Resources Manager on any organizational trends or situations that could impact the human resources functions and overall performance of Umbrella Family; and
- (ii) Prepare any background information as required by the Human Resources Manager relating to the staff, policies and processes of the organization.

3.2 Compliance with Legislation, Regulations and Organizational Policies and Procedures

- (i) Ensure compliance with applicable legislation and regulations pertaining to the Umbrella Family;
- (ii) Ensure compliance with the organization's policies and procedures and the collective agreement of the organization; and
- (iii) Inform the Human Resources Manager of any areas of non-compliance with legislations, regulations, organization policies and procedures and/or collective agreements.

3.3 Risk Management

- (i) Inform the Human Resources Manager of situations that could create potential risk and liabilities for the Umbrella Family; and
- (ii) Implement the risk management plan of the organization, as required.

3.4 Human Resources Priorities and Outcomes

- (i) Participate in developing and implementing annual HR priorities aligned with the organization's goals and objectives; and
- (ii) Attend and actively participate in HR Team meetings.

3.5 Administrative Functions: Human Resources

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- (i) Maintain both hard and soft copy personnel files, ensuring compliance with applicable legislation and ministry required documents are maintained and up to date.
- (ii) Oversee the overall management of the HRIS by acting as the data administrator to ensure the accuracy and completeness of all documentation, notes and files into employee files;
- (iii) Coordinate and participate in the internal recruitment process inclusive of creating and posting job advertisements, screening resumes, conducting phone screens, coordinating interviews, checking references, and collecting and verifying required documentation;
- (iv) Execute all onboarding activities, inclusive of ensuring position specific onboarding processes are completed, and required paperwork is completed during the orientation and onboarding periods;
- (v) Act as back-up to provide new employee orientation in accordance with the organization's policies and procedures and collective agreement;
- (vi) Maintain accurate employee data in HR software related to training, benefits and other services; run reports, and answer questions;
- (vii) Act as point person for benefits program; send enrolment information to eligible staff, answer questions, and coordinate benefits information sessions;
- (viii) Process resignations, collect exit survey information and conduct exit and stay interviews as required; and
- (ix) Communicate employee changes to Payroll, IT and other stakeholders as applicable.

3.6 Student and Volunteer Services Coordination

- (i) Respond to inquiries from potential candidates in a timely manner;
- (ii) Screen potential candidates by reviewing applications/ resumes received, conduct reference checks and ensure satisfactory documents are on file and obtained in accordance with applicable legislation and organizational policies and procedures;

3.7 Information Protocols and Systems

- (i) Ensure appropriate protocols are followed to ensure that human resource information is protected and safeguarded according to applicable privacy legislation, regulations and organizational policy;
- (ii) Ensure quality and accuracy of any data collection associated with the position; and
- (iii) Compile Human Resources statistics and perform analyses as required to assist in organizational decision making (e.g., exit interview data, turnover and churn rates).

3.8 Health and Safety

- (i) Take initiative, when required, to identify and address any health and safety issues; and
- (ii) Advise the Human Resources Manager of any health and safety issues that require a broader organizational response.

3.9 Communications

- (i) Maintain regular communications with employees, hiring supervisors and managers, finance department and the Human Resources Manager as required;
- (ii) Implement Crisis Communications Plan, as directed by the Human Resources Manager; and
- (iii) Attend staff meetings, as required.

3.10 Community Relations

- (i) Develop and maintain strong working relationships with applicants and job seekers, schools, industry associations, job boards, and community contacts.

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3.11 Representation of the Organization

- (i) Represent Umbrella Family in external meetings as assigned by the Human Resources Manager.

3.12 Professional Development

- (i) Participate in a performance evaluation process conducted by the Human Resources Manager and follow up on any stated actions and/or goals; and
- (ii) Attend professional development opportunities recommended by the Human Resources Manager to enhance overall knowledge and/or performance.

SECTION FOUR: AUTHORITY

The Human Resources Manager delegates authority to the Human Resources Coordinator to:

- (i) Provide leadership and manage their responsibilities within the established policies, procedures, priorities and outcomes;
- (ii) Coordinate the recruitment, onboarding and volunteer programs in an effective and efficient manner; and
- (iii) Interpret and implement the policies, procedures and collective agreement of the organization.

SECTION FIVE: ACCOUNTABILITY

The Human Resources Coordinator is accountable to the Human Resources Manager to:

- (i) Exercise leadership to carry out job responsibilities;
- (ii) Ensure that any applicable legislation, regulations, collective agreements and the policies and procedures of the organization are not violated;
- (iii) Ensure that employees and volunteers have the proper documentation and requirements in order to carry out their duties;
- (iv) Ensure a safe, healthy and productive work environment;
- (v) Maintain a harmonious working relationship with candidates, students, volunteers, employees and any applicable community partners;
- (vi) Provide reliable and timely information on human resources, as required;
- (vii) Ensure that the organization is perceived by the community in a positive manner; and
- (viii) Minimize any risks and legal liabilities for the organization.

SECTION SIX: QUALIFICATIONS

The minimum qualifications for the Human Resources Coordinator are as follows:

6.1 Education, Professional Designation and Certification Requirements

- (i) College diploma (or equivalent) in human resources management or a related field is required; and
- (ii) CHRP Designation (completed or in progress) is recommended.

6.2 Experience, Knowledge and Skill Requirements

- (i) Two (2) years of administrative experience relating to Human Resources;
- (ii) Experience working within a unionized environment is considered an asset;
- (iii) Experience working in a not-for-profit organization is considered an asset;
- (iv) Understanding of applicable legislation and regulations, to carry out job responsibilities;

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- (v) Strong written and verbal communication skills, with strong relationship building skills;
- (vi) Strong organization, time management skills and attention to detail;
- (vii) In depth knowledge of MS Office Suite is preferred, including Word, Excel, PowerPoint and Outlook. Working knowledge of payroll systems (Dayforce HCM), applicant tracking systems and other HR software is an asset;
- (viii) Ability to focus on established priorities and drive toward results;
- (ix) Resourcefulness and flexibility to meet the needs and the demands of the position; and
- (x) Ability to work independently and as a team member to achieve outcomes and meet deadlines.

6.3 Competencies and Judgment

- (i) Coordinate recruitment, volunteer and student programs in an ever-changing environment;
- (ii) Use professional judgment on a daily basis;
- (iii) Maintain control in difficult and frustrating situations;
- (iv) Accommodate and prioritize competing demands;
- (v) Make effective group presentations; and
- (vi) Maintain confidentiality.

SECTION SEVEN: WORKING CONDITIONS

The working conditions for the Human Resources Coordinator are as follows:

- (i) The position is primarily performed in an office environment, with the occasional requirement to attend work at other locations (ex. Job fairs, meetings at locations, etc.)
- (ii) Regular requirement for multi-tasking, simultaneous multiple urgent demands and / or work requiring attention to detail, subject to frequent, regular interruptions or peak periods requiring an accelerated work pace or deadlines;
- (iii) Seldom exposure to uncomfortable, challenging and hazardous situations such as dust, noise, odours, driving in inclement weather / poor road conditions, etc.;
- (iv) Frequent requirements for manual dexterity / coordination for computer use; Regular requirements for light physical exertion, such as sitting, standing, walking and operating office equipment; Minimal requirements for heavy physical exertion, including the ability to lift up to 25 lbs (e.g. moving a heavy box of office supplies);
- (v) Regular requirement for low-intensity mental, visual or aural concentration for such activities as reading, inputting data, taking notes; Seldom requirement for high intensity mental, visual or aural concentrations such as analysing large volumes of data, listening to calls / presentations / face-to-face interactions of a more complex nature;
- (vi) Salaried position based on 37.5 hours/week, Monday to Friday. Availability to work a flexible schedule to meet the needs of the organization is required; and
- (vii) This position is not required to be on-call.

SECTION EIGHT: INTERNAL AND EXTERNAL RELATIONSHIPS

The Human Resources Coordinator will maintain regular contact with the following:

Internal Relationships

- (i) Human Resources Manager: To liaise in the execution of the HR operational plan, to achieve goals to sustain the organization's values, to report on progress and receive direction, as needed (Weekly);

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- (ii) Program Supervisors; To liaise regarding new hires, internal recruitment, student and volunteer management, onboarding and orientation initiatives (Weekly);
- (iii) Finance Department: To provide and receive updates regarding staffing and employee changes (weekly or more).
- (iv) Employees: To answer questions and follow internal recruitment, onboarding/offboarding and other HR processes.

External Relationships

- (i) Job Applicants, References: to establish and maintain positive working relationships, to position the organization positively, and to coordinate the placement of employees within the organization (Daily);
- (ii) Volunteers: To coordinate the volunteers and establish and maintain positive working relationships (Monthly);
- (iii) Schools / Job Boards / Community Partners: to establish and maintain positive working relationships and partnerships (Monthly).

SECTION NINE: EMPLOYMENT CONDITIONS

Specific employment conditions of the Human Resources Coordinator include the following:

- (i) Satisfactory Police Reference Check for the Vulnerable Sector; and
- (ii) A Valid Ontario Driver's License, Insurance and Reliable Transportation.

This job profile provides an overview of the minimum requirements of the position and does not include all of the duties inherent, included or associated with the job or with the performance of the job. The Leadership Team reserves the right to make changes to the job profile as it sees fit to meet the needs of the organization.