

HUMAN RESOURCES POLICIES AND PROCEDURES

POSITION DESCRIPTION: HUMAN RESOURCES MANAGER

SECTION ONE: POSITION TITLE, REPORTING AND STATUS

Position Title: Human Resources Manager	
Reports to: Director of Operations	Direct Reports: Talent Acquisition Specialist and Human Resources Coordinator
Job Status: Full Time	Hours of Work: 37.5 per week
Effective Date: April 2021	Revision Date: April 2024

SECTION TWO: POSITION SUMMARY

The Human Resources Manager is responsible for the human resources processes of the organization. This position oversees, plans for and champions employee attraction, development and retention within Umbrella Family. In support of the organization's core values and objectives, this position provides leadership in the following aspects of human resources, including but not limited to performance management, health and safety, employee benefits, employee training, employee / labour relations, recruitment, selection, onboarding and orientation to ensure the most qualified employees are able to provide support to children and their families.

SECTION THREE: DUTIES AND RESPONSIBILITIES

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

3.1 Resource to the Director of Operations

- (i) Inform the Director of Operations of any relevant legislation and/or regulations that will have implications for the human resources management of the organization;
- (ii) Inform the Director of Operations of human trends that will influence the overall performance of Umbrella Family;
- (iii) Prepare background information as required by the Director of Operations in relation to the human resources management of the organization;
- (iv) Develop and oversee the overall human resources and recruitment strategy in support of the agency's strategic and operational plans.

3.2 Compliance with Legislation, Regulations and Organizational Policies and Procedures

- (i) Ensure compliance with applicable legislation and regulations pertaining to Umbrella Family;
- (ii) Ensure compliance with the organizations policies and procedures and the collective agreement; and
- (iii) Inform the Director of Operations of any areas of non-compliance with legislation, regulations, organization policies and procedures and the collective agreement.

3.3 Risk Management

- (i) Inform the Director of Operations 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.

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3.4 Operational Management

- (i) Participate in the development of an annual operational management plan in collaboration with the Leadership Team;
- (ii) Manage the human resources processes of Umbrella Family in accordance with applicable legislation, organization policies and procedures and collective agreement;
- (iii) Ensure the organizational policies and procedures are implemented and that directly supervised employees received proper orientation and training to be informed of these guidelines;
- (iv) Ensure that the practices, policies and procedures related to the human resources processes of the organization are current;
- (v) Build and maintain effective relationships with the management team, supervisory employees and directly supervised employees; and
- (vi) Attend and actively participate in staff meetings chaired by the Director of Operations.

3.5 Management Priorities and Performance Outcomes

- (i) Determine in collaboration with the Director of Operations the priorities and performance outcomes for the Human Resources department within the context of the strategic plan approved by the Board of Directors;
- (ii) Monitor performance outcomes/indicators of success related to human resources including but not limited to retention rates, health and safety metrics, vacancy rates and performance management metrics;
- (iii) Monitor and evaluate the results achieved against specified performance outcomes/indicators of success (as they are determined) in relation to Human Resources; and
- (iv) Identify to the Director of Operations any variances in performance from established outcomes and articulate the corrective action taken.

3.5 Human Resources Process Management

- (i) Provide guidance and expertise to management employees in performance management and employee relations matters, to ensure compliance with legislation and best practice;
- (ii) Develop and maintain the performance appraisal process of the organization, ensuring alignment with the organization's mission and core values;
- (iii) Develop, evaluate and maintain job descriptions for all positions of the organization and manage the employee compensation programs;
- (iv) Manage the health and safety program of the organization to ensure proactive and preventative measures, programs and policies are in place;
- (v) Oversee the group benefits and RRSP programs for all eligible employees; and
- (vi) Oversee and coordinate the disability management programs to ensure early and safe return to work for all work and non-work-related injuries / disabilities; and
- (vii) Lead the health and safety program of the organization, including the Joint Health and Safety Committee (JHSC) as a management representative as required.

3.6 Human Resources Management

- (i) Lead, coach, manage and mentor directly supervised employees;
- (ii) Provide professional guidance to directly supervised employees in the resolution of concerns and issues;
- (iii) Promote a positive, fair and learning environment within the organization;

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- (iv) Review and revise job descriptions of directly supervised employees in collaboration with the Director of Operations to accurately reflect the responsibilities, authority, accountability and qualifications;
- (v) Conduct probationary and annual job performance evaluations of directly supervised employees;
- (vi) Adhere to the processes that have been established for workplace violence harassment and unethical conduct complaints from directly supervised employees in an effective and timely manner;
- (vii) Provide oversight to ensure that the recruitment, selection, orientation, and development processes are implemented for directly supervised employees;
- (viii) Ensure that directly supervised employees' complaints are responded to in an effective and timely manner;
- (ix) Implement disciplinary action for directly supervised employees according to the policies and procedures of the organization; and
- (x) Recommend the termination of any directly supervised employees to the Director of Operations, when required.

3.7 Financial Management

- (i) In collaboration with the Director of Operations, develop the budget for the human resources department;
- (ii) Authorize funding for expenditures related to the human resources department within the approved budget(s); and
- (iii) Monitor the financial stability and viability of the human resources department including any identified variances/issues and report to the Director of Operations on a monthly basis.

3.8 Information Management

- (i) Ensure appropriate protocols are followed to ensure that personal information of employees is protected and safeguarded according to applicable privacy legislation, regulations and best practices; and
- (ii) Provide oversight on the overall quality and accuracy of any applicable data collection.

3.9 Health and Safety Management

- (i) Ensure that appropriate and safe working conditions exist to enable directly supervised employees to carry out their duties;
- (ii) Identify and address any identified health and safety issues; and
- (iii) Advise the Director of Operations of health and safety issues that require a broader organizational response.

3.10 Communications Management

- (i) Maintain regular communications with the Management Team as well as directly supervised employees; and
- (ii) Implement the Crisis Communications Plan, as directed by the Director of Operations.

3.11 Community Relations Management

- (i) Build partnerships with any applicable human resources professionals and associations;
- (ii) Build partnerships with any applicable industry groups and partners; and
- (iii) Foster an organizational culture that is rooted in integrity.

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3.12 Representation of the Organization

- (i) Represent Umbrella Family in external meetings as assigned by the Director of Operations.

3.13 Professional Development

- (ii) Participate in a performance evaluation process conducted by the Director of Operations and follow up on any stated actions and/or goals; and
- (iii) Attend professional development opportunities recommended by the Director of Operations to enhance overall management knowledge and/or performance.

SECTION FOUR: AUTHORITY

The Director of Operations delegates authority to the Human Resources Manager to:

- (i) Make hiring, compensation, performance management and disciplinary decisions for directly supervised employees;
- (ii) Provide leadership and manage their responsibilities within the established and applicable organizational policies, strategic priorities and performance outcomes;
- (iii) Manage the Human Resource processes in an effective and efficient manner; and
- (iv) Interpret and implement the policies and procedures of the organization.

SECTION FIVE: ACCOUNTABILITY

The Human Resources Manager is accountable to the Director of Operations to:

- (i) Exercise leadership within a changing context;
- (ii) Ensure that any applicable legislation, regulations and organizational policies and procedures are not violated;
- (iii) Ensure that financial and human resources responsibilities are delivered within the approved budget;
- (iv) Ensure that directly supervised employees have the proper support, supervision, orientation and training to carry out their responsibilities;
- (v) Ensure a safe, healthy and productive work environment;
- (vi) Maintain a harmonious working relationship with staff of Umbrella Family;
- (vii) Provide reliable and timely information to support the management decision-making processes of the organization;
- (viii) Ensure that the organization is perceived by the community in a positive manner; and
- (ix) Minimize any risks and legal liabilities to the organization.

SECTION SIX: QUALIFICATIONS

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

6.1 Education, Professional Designation and Certification Requirements

- (i) Bachelor's degree (or equivalent) in human resources management or a related field is required;
- (ii) CHRP designation required, CHRL considered an asset; and
- (iii) Joint Health and Safety Committee Certification Levels I and II are considered an asset.

6.2 Experience, Knowledge and Skill Requirements

- (i) Seven (7) years of human resources generalist experience and three (3) years of people management experience;
- (ii) Experience working in a not-for-profit organization;
- (iii) Experience working within a unionized environment;
- (iv) In-depth knowledge of applicable legislation and regulations, to carry out job responsibilities;
- (v) In-depth knowledge and skill to provide professional expertise and guidance in regard to human resources;
- (vi) Advanced written and verbal communication skills, with strong relationship building and influence skills;
- (vii) Effective and well-developed interpersonal skills;
- (viii) In depth knowledge of MS Office Suite is preferred, including Word, Excel, Powerpoint and Outlook. Working knowledge of Dayforce HCM, applicant tracking systems, and employee training platforms would be considered an asset.
- (ix) Confident and consistent decision-making skills;
- (x) Resourcefulness and flexibility to meet the needs and the demands of the position;
- (xi) Ability to work independently and as a team member to achieve outcomes and meet deadlines; and
- (xii) Ability to balance demands and priorities and to manage effectively.

6.3 Competencies and Judgment

- (i) Manage in an ever-changing and evolving environment;
- (ii) Use professional judgment on a daily basis;
- (iii) Handle emergencies, crises and hostile behaviour;
- (iv) Maintain control in difficult and frustrating situations;
- (v) Accommodate competing demands;
- (vi) Communicate orally and in writing with colleagues and professionals;
- (vii) Make effective group presentations; and
- (viii) Maintain confidentiality.

SECTION SEVEN: WORKING CONDITIONS

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

- (i) The position is primarily performed in an office environment, with the minimal need to attend work at childcare centres;
- (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 conditions such as dust, noise, odours, driving in inclement weather / poor road conditions, verbal or physical conflict, aggression or abuse, etc.;
- (iv) Frequent requirements for manual dexterity / coordination for computer use; Frequent requirements for light physical exertion, such as sitting, standing, walking and operating

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- office equipment; Seldom requirements for heavy physical exertion, including the ability to lift up to 25 lbs (e.g. lifting a child, 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; Occasional requirement for high intensity mental, visual or aural concentrations such as analysing large volumes of data, listening to calls / presentations or face-to-face interactions of a more complex nature;
 - (vi) Salaried / Hourly 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.
 - (vii) This position is not required to be on-call.

SECTION EIGHT: INTERNAL AND EXTERNAL RELATIONSHIPS

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

Internal Relationships

- (i) Director of Operations: To achieve goals to sustain the organization's values; to report on progress and receive direction as needed (Weekly);
- (ii) Human Resources Team: To provide oversight and leadership; to provide coaching, feedback and performance management, to provide approvals (Weekly)
- (iii) Management Team: To collaborate on the organizations operational goals and objectives; to provide coaching and resources in the area of Human Resources (Weekly);
- (iv) Board of Directors: To provide updates regarding HR strategic and operational initiatives (Monthly); and
- (v) Union: To maintain a positive working relationship (Monthly).

External Relationships

- (i) Benefit Provider: To negotiate annual service contract; questions regarding coverage; collaborate regarding communication and training as required (monthly); and
- (ii) Regulatory Authorities: Audits (As required)

SECTION NINE: EMPLOYMENT CONDITIONS

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

- (i) Satisfactory Police Reference Check for the Vulnerable Sector;
- (ii) Medical clearance indicating free from Tuberculosis and up to date immunizations; and
- (iii) 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.