

Director of Human Resources

Who We Are:

Community Living South Muskoka is a not for profit service agency that supports over 450 people and their families who have a Developmental Disability. We are a progressive agency that believes in strong leadership and providing innovative and quality services.

Join Our Team! We are hiring a Permanent Full-Time Director of Human Resources

Please visit our website www.clsm.on.ca for details on how to apply. All applications to include a resume and cover letter.

POSITION SUMMARY:

Reporting to the Chief Executive Officer, the Director of Human Resources provides leadership and direction in all Human Resource Matters , including collective bargaining, performance management, talent assessment, and effective labor relationships.

QUALIFICATIONS:

Education/Experience

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- University Degree in relevant discipline or approved equivalent.
- Human Resources Designation Certification(s) and/or licence(s) appropriate to industry
- Minimum of five years or more supervisory experience preferably in a not-for-profit social service sector
- Proven experience in collective bargaining
- Experience in a leadership role in a unionized environment
- Knowledge and skill to provide professional expertise and guidance to employees.
- Strong inter-personal, communication, creative thinking, analytical and problem solving skills
- Proven proficiency in applicable current computer programs
- Confident and consistent decision making skills
- Ability to work under pressure, balance demands/priorities and meet tight deadlines
- Resourcefulness and flexibility to meet the needs of the organization and demands of the position.

- Ability to work effectively in a team environment, be a positive role model and be able to interact with all levels of personnel from various functional areas.
- Knowledge of relevant legislation, Acts, and Ministry directives, training and certificates as required
- Valid driver's license and the maintenance of an acceptable driving record

Competencies and Judgement:

Demonstrated competence and good judgment to:

- Maintain control in difficult and frustrating situation.
- Use professional judgment on a daily basis within the scope of the position
- Provide support and supervision to employees.
- Accommodate competing demands.
- Make effective group presentations.
- Maintain confidentiality

CONDITIONS OF EMPLOYMENT:

- Must undergo a successful police records check
- Use of a vehicle may be required.
- Travel may be required.
- May be required to work irregular hours.
- Must maintain confidentiality.



Community Living - South Muskoka

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Tel. 705-645-5494
Fax. 705-645-4621

JOB DESCRIPTION

Title: Director of Human Resources
Reports to: Chief Executive Officer
Date: July 2021

Overall Responsibilities:

The Director of Human Resources will provide senior leadership in all HR functions, including policy development and operational procedures that support organizational strategic goals. The Director HR will lead performance management, talent assessment, and effective labor relationships, including working with the team in negotiating and administering labour agreements. Using creative thinking, they will identify and address issues that affect the overall health of the organization: morale, effectiveness, turnover, absenteeism and productivity. They will assist and motivate the Human Resources Department, the management team and front-line staff to ensure the efficient and effective co-ordination and use of personnel.

The position is responsible for the achievement of organizational goals and priorities, with cost efficiency, financial accountability and effectiveness. Performance is measured against the extent to which the goals, plans, and services of the Association as a whole, are attained.

Position Accountabilities:

1. Related to People Receiving Services and Supports

- Ensure that quality service measures are in place including items required under compliance regulations
- Using strategic thinking make recommendations for future service requirements
- Ensures CLSM has a supportive learning environment that enhances self-determination and empowerment

2. Related to Policy Development and Employee Relations

- Provide leadership to the management team, to ensure the agency is accountable and in compliance with Ministry guidelines and legislative requirements
- Evaluate needs, trends, and issues across the sector and make recommendations for the development of policies and procedures as needed. Take a lead role in the agencies annual policy review and through the CEO, ensures the Board of Directors is provided with the necessary information to approve any changes. .
- In collaboration with other members of the management team, communicate Human Resources policies, procedures, programs and laws
- Interprets Collective Agreements (CA) to management team and provides advice, counsel and input into decision making by the team as related to the CA, performance management, union management issues and discussions.
- Researches grievances giving advice to supervisors with managing the grievance process.
- Assists the CEO and senior leadership team with the negotiation of Collective Agreements
- Recommend employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale and motivation
- Participates in the conduct of investigations when employee complaints or concerns are brought forth

- Coach all management on the methods, means and rationale of fair and consistent progressive discipline.
- Take a leadership role in staff wellness and provides leadership and support to the CLSM Wellness Team (committee)
- Demonstrate the standards of the position as identified through the Developmental Services Provincial HR Strategy's Core Competencies
- Conduct organization-wide culture and morale analysis in reference to organizations performance

3. Related to Payroll Preparation and Benefit Administration

- In collaboration with the Director of Finance, oversees the administration of employee compensation
- Provide support to Payroll Administration staff to ensure that employees are paid in a timely and accurate manner and in accordance with the relevant collective bargaining agreement and labour legislation
- In collaboration with the Director of Finance, ensure maintenance of the agency's pay equity plans
- In collaboration with the Director of Finance, conduct audits of payroll, benefits, and other human resources programs; recommend corrective action

4. Related to Budget Preparation

- In collaboration with the CEO and Director of Finance, plan, develop, prepare an annual HR operational budget for the approval of the Board of Directors and submission to MCCSS that reflects accurately the allocation of funds and meets any funding requirements of the Provincial Budget.
- Make recommendations to the organization's pay scale systems
- Make recommendation for all other agency compensation programs, taking into account vendor selection, market analysis and organizational fiscal realities

5. Related to Community Development and Professional Supports

- Looks beyond Community Living South Muskoka to build relationships with other partners in the field and community.
- Initiates constructive working relationships with others (e.g., external colleagues, families, community groups, etc.) to address immediate needs or specific issues.
- Discusses issues or opportunities in the wider environment that may affect or benefit stakeholders.
- Proactively develops and maintains a planned network of beneficial and senior working relationships within internal colleagues or community organizations to support the achievement of immediate and future business needs or objectives
- Uses one's network of contacts to gather information, identify strategic opportunities and seek input to strategic problems with a view to sustaining service excellence and/or to develop a positive reputation in the community
- Creates a network of contacts to influence public policy with a view to sustaining organizational excellence.
- Represents Community Living South Muskoka in a manner that conveys the culture and philosophy of the Agency
- Promotes the goal, vision, mission, and beliefs of Community Living South Muskoka

6. Related to Human Resources

- Create human resources forecasts for future organizational changes and needs that are based on internal and external research
- Provides leadership to the management team to facilitate cordial, harmonious, professional working atmosphere that is respectful of the contributions of employees
- Functions as a key senior leader of the Community Living team and as such, determines internal communication strategies for large agency changes
- Develop and analyze measurable reports providing fiscal justification for personnel activities in regards to benefit costs, staffing levels/deployment, turnover, absenteeism, recruitment, applicant tracking, compensation, promotions and employee productivity

- Develop annual training plan that aligns with the agencies strategic priorities, including implement new and effective training methods, tools, and materials such as manuals, demonstration models, multimedia visual aids, computer tutorials, and reference works
- Provide leadership to the scheduling department and committee

7. Related to Health and Safety

- Provide leadership to ensures Health and Safety Program requirements are developed and followed based on guidelines of the Community Living South Muskoka Health and Safety policies and procedures, the workplace procedures, the Occupational Health and Safety Act, and Workplace Safety and Insurance Board
- Leads by example in following all Health and Safety polices and procedures in accordance with the Occupational Health and Safety Act currently in force.

8. Related to Communications

- Communicates effectively focusing on interpersonal respect by understanding others and demonstrating empathy
- Inspires confidence, generates excitement, enthusiasm and commitment in people, by translating the agency's vision, mission and values into terms that are relevant to the work being performed.
- Acts as a positive role model and credible leader by modeling behaviour desired of staff and aligning own behaviour with the organization's vision and values.
- Keeps the Chief Executive Officer informed of activities in operational support which are important to the success of the operation.
- Keeps the Chief Executive Officer informed of all contentious or controversial issues and serious occurrences within the service areas under their direct authority, and where necessary, the organization as a whole, and is conscious of the political and public acceptability and accountability of actions taken and services rendered by the agency.
- Communication may be verbal, written or electronic and is to be made in a professional manner and dealt with on a timely basis

9. Related to Committees

- Proactively develops and maintains planned networks of beneficial and senior working relations with internal colleagues or community organizations to support the achievement of immediate and future business needs or objects as time permits.
- Participates on committees as assigned

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- University Degree in relevant discipline or approved equivalent.
- Human Resources Designation Certification(s) and/or licence(s) appropriate to industry
- Minimum of five years or more supervisory experience preferably in a not-for-profit social service sector
- Proven experience in collective bargaining
- Experience in a leadership role in a unionized environment
- Knowledge and skill to provide professional expertise and guidance to employees.
- Strong inter-personal, communication, creative thinking, analytical and problem solving skills
- Proven proficiency in applicable current computer programs
- Confident and consistent decision making skills
- Ability to work under pressure, balance demands/priorities and meet tight deadlines
- Resourcefulness and flexibility to meet the needs of the organization and demands of the position.
- Ability to work effectively in a team environment, be a positive role model and be able to interact with all levels of personnel from various functional areas.
- Knowledge of relevant legislation, Acts, and Ministry directives, training and certificates as required
- Valid driver's license and the maintenance of an acceptable driving record

Competencies and Judgement:

Demonstrated competence and good judgment to:

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- Maintain confidentiality

NOTE: *As the needs of individuals we support, or the Association change, the Director of Human resources may be required to learn new skills.

**The Director of HR may be required to be part of the Director On-Call Rotation for Serious Occurrence Reporting