

LUTHERAN COMMUNITY CARE  
245B Bay Street  
THUNDER BAY ON P7B 6P2

Job/Relationship Description

**Date:** May 2, 2022

**Job Class:** Administrator, Finance and Support Services

**Job Title:** Human Resources Manager

**Position Summary:**

This position is responsible for managing the human resources of the organization including recruitment and selection, onboarding and regular training of staff, health and safety, benefits administration, and HR policy development. The Human Resources Manager supervises Administrative Assistants that support HR management and is an active member of the management team.

**Authority:**

The Human Resources Manager receives their authority from the Executive Director.

The Executive Director shall provide the resources necessary for the responsibilities of the position.

**Limitations of Authority:**

The Human Resources Manager operates within the terms of:

- the Collective Agreement with the union
- the Management Policies contained in the Governance Manual
- the Operating Policies established by the Executive Director
- the Service Agreement and Service Descriptions with the Ministry of Community and Social Services and the District of Thunder Bay Social Services Administration Board
- Policy Directives from the Ministry of Community and Social Services pertaining to the services that the LCCC is contracted to provide
- the tactical plans of the Executive Director
- limitations of legal and regulatory authorities

**Responsibilities:****A. Recruitment and Selection**

1. Prepare job postings to advertise for vacancies.
2. Prepare and utilize screening tools on applications.
3. Prepare interview questions in consultation with program managers.
4. Set up interviews and conduct them with appropriate managers and supervisors.
5. Conduct reference checks and coordinate police records checks.
6. Prepare documentation to obtain approval for all hiring.
7. Prepare job offers.
8. Analyse trends in worker retention and the labour market for positions needed at the organization.

**B. Orientation and Training**

1. Coordinate the onboarding process of all new employees.
2. Coordinate all human resource training programs, both in-house training and externally provided training.
3. Oversee the maintenance of employee training, testing and certification records to meet all compliance standards.
4. Assist other managers and supervisors with the selection and contracting of external training programs and consultants.

**C. Compensation, Benefits and Pension Administration**

1. Prepare and distribute all documents for benefit enrolment and payroll administration.
2. Prepare and process remuneration changes with appropriate approvals.
3. Administer the Employee Extended Health Care Plan and the Group Registered Retirement Savings Plan, the Self-Funded Leave Plan and the Staff Gift Fund.

4. Provides the necessary reporting to the plan providers.
5. Keep staff informed of Plan guidelines and respond to employee queries on Plan benefits.
6. In cooperation with the Manager of Finance, obtains cost-effective, employee-serving benefits.
7. Monitors the national benefits environment for options and cost savings.
8. Recommends changes in benefits offered, especially new benefits aimed at employee satisfaction and retention.

#### D. Health and Safety

1. Responsible for arranging the training, data and products to ensure the agency's compliance with Workplace Hazardous Material Information System (WHMIS) legislation, the Workplace Safety and Insurance Act and the Occupational Health and Safety Act in cooperation with the Joint Health and Safety Committee.
2. Act as a resource to other managers on WSIB issues and the Occupational Health and Safety Act.
3. Prepare modified return to work plans following employee illness or injury.
4. Prepare physical demand and work environment statements for each job position.
5. Promote physical and mental health within the workplace.

#### E. Employee Relations

1. Partners with other managers to communicate Human Resources policies, procedures, programs and laws.
2. Conducts periodic surveys to measure employee satisfaction and employee engagement.
3. Coaches and trains managers and supervisors in their communication, feedback, recognition and interaction responsibilities with the employees who report to them.
4. Conducts investigations when employee complaints or concerns are reported.

5. Coordinates the completion of functional ability surveys of job positions and the preparation of accommodation plans for employees as needed.
6. Monitors and advises managers and supervisors in the progressive discipline system of the organization.
7. Monitors the implementation of a performance improvement process with non-performing employees.
8. Reviews and guides management recommendations for employment termination.

#### F. Employment Legislation and Operating Policies and Procedures

1. Ensure employment policies and procedures follow appropriate employment legislation to protect the organization.
2. Engages in continuing study to keep current on all changes to applicable employment related legislation and other provincial and federal legislation that impacts the organization.
3. Prepare and revise operating policies and procedures as required.
4. Acts as a resource to other managers on Human Resource issues including, but not limited to WSIB issues, long term disability claims, lay-offs, grievances, and employment legislation.

#### G. Staff Supervision

1. Provide regular supervision to the Administrative Assistants and other staff assigned to provide support to the HR Manager.
2. Represent the interests and concerns of assigned staff at management meetings.

#### H. Other

1. Prepares periodic reports for management on the workforce and its alignment with the strategic goals of the organization.
2. Perform other duties that are necessary for the management of human resources as negotiated between the Human Resources Manager and the Executive Director.
3. Prepare and maintain current job/relationship descriptions.

### **Expectations:**

The expectations of the responsibilities for this position are contained in the Human Resource Manager's tactical plan.

The Human Resource Manager is also expected to adhere to the following standards:

- Model and promulgate the organization's values and the values of affirmation, involvement and servant leadership.
- Maintain and develop teamwork among staff under their supervision.
- Work co-operatively with other managerial staff that share similar responsibilities or provide complementary services in order to advance efficiency and effectiveness.
- Be aware of and work with other organizations and resources that can help you fulfil your duties and assist Lutheran Community Care in reaching its objectives.
- Be respectful of and contribute to the promotion of the philosophy, aims and objectives of Lutheran Community Care to the community at large.
- In co-operation with other staff, maintain security of all confidential information – written and verbal.
- Operate within any professional codes of conduct that may apply.

### **Accountabilities:**

Accountability in this relationship is mutual. The Executive Director is accountable to the Human Resource Manager for providing the authorization, resources, affirmation, involvement and servant leadership required for the successful realization of the responsibilities of the position.

The Human Resource Manager is accountable to the Executive Director for performance with respect to the negotiated expectations and for compliance with the limitations of authority of the position.

The components of this working relationship shall be reviewed annually at the initiation of the Executive Director and shall include a:

- Review of the authorization and resources provided and values expressed to the Human Resource Manager
- Review of the Human Resource Manager's performance toward expectations of the responsibilities of the relationship including the progress towards the Human Resource Manager's personal tactical goals
- Negotiation of tactical goals and other expectations for the next year
- Review of the authorization and resources required for the next year, including plans for professional development

**Qualifications:**

Certified Human Resource Leader (CHRL) designation. An Undergraduate Degree in a field related to personnel management such as Business Administration, Commerce, or Psychology. Minimum of three years of professional level HR experience. Training and experience with adult learning principles. Knowledge of non-profit and charitable organization operations especially in the social services field. Experience managing in a union environment. Able to analyse situations, problem solve and communicate clearly. Should be highly organized and have good interpersonal skills.

**Conditions of Employment:**

Successful completion of a Police Records Check. Completion of Physical Examination report, Conflict of Interest declaration and Oath of Confidentiality.

**Remuneration:** \$42.35 – \$45.24 per hour  
Full benefit package including employee assistance plan, pension, extended health, life insurance and long term disability.