JOB DESCRIPTION

DIRECTOR, HUMAN RESOURCES & COMMUNICATIONS

LOCATION: Vancouver Native Housing Society Head Office, Vancouver

JOB GOAL:

The Director, Human Resources & Communications plans, directs and coordinates VNHS human resource management activities to maximize the strategic use of human resources; maintains functions such as employee recruitment, compensation, health & safety, labour and employee relations; and provides advice and resources to ensure that managers act in compliance with legislation and policy; and monitor, measure and report on HR metrics.

The Director further works with VNHS executive to support the Society's internal communications efforts to enhance the VNHS image and reputation. The incumbent is responsible for building, editing, and implementing internal communications and VNHS' online resources, managing the Society's social media platforms and websites, and ensuring quality and consistency amongst the various communication channels (website, internal partners, and outside agencies).

The position also provides on-site, day-to-day supervision of the Society's administration staff.

MAJOR ACCOUNTABILITIES:

Human Resources Support & Advice in the following areas:

1. HR Policy & Process
2. Recruitment & Retention
3. Learning & Development
4. Performance Management
5. Employee & Labour Relations
6. Employee Health, Safety and Wellness/Disability Management
7. Pay & Benefits Administration
8. Human Resources Management Information Systems (HRIS)
9. Records Management

Communications Support & Advice in the following areas:

1. Internal Communications Planning
2. Social Media Design, Content Development and Management
3. Event Planning
4. Manage Complaints Database

PERFORMANCE RESPONSIBILITIES:

Human Resources

HR Policy & Process

- Manages and coordinates the development and maintenance of human resources policies, procedures, employee handbook, job descriptions, job classifications, salary ranges for non-union employees, ensuring compliance with applicable legislation and VNHS policy and practice.
- Provides clear and consistent information and explanations regarding HR related policies, procedures, collective agreement language, and other applicable requirements to staff, managers, and candidates.
- Assists with organization change initiatives included but not limited to those resulting in the vulnerability and/or surplus status of unionized staff.
- Fosters and promotes VNHS values of respect, excellence and service.
- Ensures that all HR forms, manuals, etc. are up to date.

Recruitment & Retention

- Acts as a key resource for managers on all matters related to internal and external recruitment initiatives designed to ensure that VNHS recruits the best candidates for available positions.
- Coordinates talent sourcing and recruitment activities including job postings, applicant screening, assessment and interviewing; advises hiring managers on reference checking and ensures new hires have requisite credentials, undergo mandatory clearances and sign appropriate VNHS agreements.
- Facilitates onboarding and orientation for new hires by preparing new hire packages, scheduling orientation sessions, processing new hire documentation, conducting orientation sessions and ensuring appropriate site orientation. Ensures the integration of all newly hired employees up to the end of probation period.
- Develops and oversees the implementation of a VNHS Employee Recognition Program.
- Conducts employee surveys and exit interviews and reports findings to assist management in addressing employee concerns and identifying and implementing retention strategies.

Employee Learning & Development

- Determines the training requirements for employees based on discussions with Management.
- Supports employee development through appropriate training planning and assessment tools.
- Provides support to employees in the identification of learning opportunities within the organization.
- Delivers training on a number of HR programs and/or initiatives.

Performance Management

- Co-ordinate employee performance appraisal systems including probationary and annual reviews providing assistance and the training to managers where necessary.

Employee & Labour Relations

- Provide advice and guidance to managers and employees on the interpretation and application of corporate guidelines and collective agreement provisions related to human resources management.
- Assists managers with matters related to conduct and discipline; provides guidance and support through the progressive discipline process.
- Develops an Attendance Management system to track and identify issues related to absenteeism and lateness. Provides advice and guidance to managers in dealing with attendance issues.

Employee Health, Safety and Wellness/Disability Management

- Acts as the organization's Workplace Discrimination and Harassment Prevention policy Director; ensures incidents are reported and documented and initiates investigations where necessary. Ensures that recommended actions are implemented.
- Administers leaves and medical/disability claims. Coordinates disability claims and leave management with managers, employees and VNHS' plan administrator
- Assists and supports managers with return to work issues associated with the placement of employees requiring accommodation.

Pay & Benefits Administration

- Has a full understanding of employee benefits, policies and procedures to act as a key resource for managers and employees
- Assists new hires and newly eligible employees with benefits enrollment, coordinates paperwork and administration.
- Manages all payroll, benefits, RRSP, WorkSafe BC compensation, unemployment insurance and other related employee files.

HR Records Management & Reporting

- Manages all employee data
- Ensures employee files are kept up to date with legal requirements
- Prepares all human resources related correspondence and maintains files
- Maintains and updates employees files and produce reports
- Prepares monthly management reports on HR metrics as required.

Communications

Communications Planning:

- Create, implement and evaluate communications strategies and plans that align with the organization's strategic plan.
- Ensures communication strategy is consistent and reflects the organization's strategic vision.
- Create goals and set measurable objectives. Measures and presents results of communication efforts.
- Adjusts communication plan as needed.

Internal Communications Support:

- Develops and coordinates the publication of internal communications including such materials as news releases, fact sheets, briefing notes, online stories, internal announcements, presentations, speeches and/or VNHS' Annual Report.
- Manages internal communications output within specified timelines.
- Suggests information for presentation to employees, and schedules release to coordinate with VNHS events or initiatives.
- Refines core messaging to ensure organizational consistency in all aspects of communication including development, organizing, branding, and education.
- Encourages employee involvement in VNHS initiatives.
- Edits, designs, and publishes/distributes internal communications.

Event Planning:

- Plans, promotes and implements events that showcase VNHS' services and mandates, successes and achievements; and builds a positive reputation through public information.

Website:

- Manages the VNHS website and its content.
- Edits and revises content as necessary.
- Publishes videos and photographs.
- Monitors the effectiveness of site using analytic software and make changes as required.

Graphic Design:

- Designs and updates VNHS promotional materials as required
- Ensures content is consistent with VNHS brand

Complaint Database:

- Monitors the complaint database and implements strategies to address recurring issues reported by the front-line staff.

Social Media:

- Manages and develops content for social media platforms – Facebook, Twitter, LinkedIn, Instagram
- Promotes events, workshops, and VNHS tours using social media
- Utilizes social media to share success stories and testimonials
- Researches and develops content VNHS social media platforms including the VNHS website, Facebook, Twitter, and LinkedIn.
- Provides status updates on Twitter and other social sites and drive traffic to the VNHS website and social media sites.

Presentations:

- Develops presentations, using presentation software (e.g. PowerPoint, Prezi) when necessary.

Supervision

- On behalf of the Chief Operations Officer, provides day-to-day, on-site supervision of VNHS administration staff.
- Evaluates, develops and recommends office procedures, practices and systems to senior management. Ensures that approved policies, practices and procedures are understood and followed.
- Ensures appropriate administrative staff coverage.
- Participates in the recruitment and selection of administrative staff, including interviewing applicants and providing input on selection of the final candidate.
- Orients and trains administrative staff.
- Monitors the performance of administrative staff. Provides feedback to managers on their performance
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REPORTS TO: Chief Operations Officer (COO)

QUALIFICATIONS:

Education (Minimum and Preferred)

- Post-secondary degree or diploma in Business Administration, human resources or communications
- Preference will be given to candidates who have experience working in the non-profit sector
- A CHRP designation is an asset.

Experience (Number of years, industry and level)

- Minimum five years' experience in a human resources role

- Experience in developing employee and internal communications materials and publications
- Experience in the development and maintenance of web site and social media platforms.
- Experience in a unionized environment preferred
- Experience with payroll and human resources systems an asset
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Knowledge, Skills & Abilities (i.e. competencies)

- Sound understanding of Human Resources Management practices in the areas of recruitment, staffing, employment equity, disability & attendance management, training and planning activities
- Understanding of the current employment and labour relations legislation
- Familiarity with VNHS business and operational mandate and organizational structure is an asset
- Familiarity with, and sensitivity to, issues facing aboriginal peoples and vulnerable populations in the urban environment.
- Proficiency with software applications such as Excel, Word, Access, Outlook
- Clear, concise and effective written and verbal communication skills
- Demonstrated tact, discretion, integrity, adaptability and ability to deal with confidential and sensitive information are essential
- Must have a high level of confidence in dealing with conflict and be able to work in potentially stressful situations
- Excellent organizational and time management skills and attention to detail are essential
- Strong ability to present arguments and, influence stakeholders
- Ability to work independently and in a team environment, strong relationship building and relationship management skills
- Superior communication, listening, writing, editing, proofreading and presentation skills
- Good knowledge of current effective recruitment and selection techniques

EMPLOYEE REVIEW & SIGN-OFF

I have read and agree to the expectations outlined in this job description.

Print Name:	
Signature:	**Date:**