



JOB DESCRIPTION (Exempt)

TITLE:	Human Resources Advisor
PROGRAM:	Human Resources
REPORTS TO:	Executive Director
MANAGES:	n/a
WORKS WITH:	Provides leadership, guidance and expertise regarding Human Resources and Labour Relations issues to all staff. Additionally, assists the Manager Accounting and Payroll on collective agreement interpretative matters and works with the Executive Assistant to ensure HR and LR files are secured and maintained.
JOB SUMMARY:	As a member of SOWINS Senior Management Team, the Human Resources Advisor reports directly to the Executive Director and has overall responsibility for all HR and LR activities including but not limited to developing, revising as required, and advising on HR policies, programs and procedures; effectively utilizing human resources for the purpose of achieving strategic business objectives; and delivering operational HR and LR advice to staff. The Human Resources Advisor consults with Community Social Services Employers' Association (CSSEA) when necessary regarding Collective Agreement interpretative matters or Labour Relations issues. The Human Resources Advisor will establish and maintain a relationship with Health Sciences Association, Labour Relations Officers to promote proactive problem-solving regarding union matters including but not limited to employee disciplinary and/or grievance issues.

KEY DUTIES AND RESPONSIBILITIES:

1. Participates in developing long range and strategic plans and determines annual human resources operational and organizational requirements, including establishing HR plans and budgets and providing key reports to the Senior Management Team.
2. Ensures HR processes are current and in line with HR/LR trends, organization operations, changes and HR requirements.
3. Develops HR policies, programs and procedures that are creative and innovative but also meet collective agreement requirements; provides on-going coaching/training of managers regarding these policies to ensure managers are up-to-date with all HR policies and initiatives.
4. Responsible for the employee compensation and benefit plans and systems; ensures information regarding pay and benefits is available and accurate; and works with Manager Accounting & Payroll to ensure information is communicated to and understood by all staff.

5. Provides guidance, advice and/or services to managers with respect to HR and LR matters. Offers problem-solving options and recommends which option(s) might be the best given the circumstances taking into consideration the collective agreement. Assists senior management with addressing grievances up to and including arbitration.
6. Develops and maintains HRIS which includes creating various reports such as the annual CSSEA Compensation and Employee Turnover and overall staffing levels; maintaining and keeping organization charts current; and setting up HR files.
7. Develops, maintains and improves on an on-going basis recruitment, selection and orientation strategies which includes coaching managers and providing ongoing support; preparing and distributing job postings. Employs traditional sourcing strategies and resources as well as developing new, creative recruiting ideas. Sits on selection panels as requested or when appropriate. Ensures job descriptions are current, the JJEP process is adhered to, and posting and advertising is compliant with the collective agreement, where the vacancy is a union position. Prepares offer letters and ensures pre-employment paper work is completed prior to employee commencing work. Liaises with payroll to track staff movements as they occur and maintains personnel files and data bases.
8. Manages and maintains performance review processes and guides managers and staff as necessary.
9. Represents the employer regarding LR issues, consults with CSSEA as necessary, and manages these issues with HSA. This includes but is not limited to conducting investigations, maintaining appropriate documentation, providing advice and supporting managers in regards to labour relations issues. Maintains LR files and ensures all files are well documented and secure to ensure confidentiality.
10. Manages the Learning and Development plans. Conducts needs assessments for employee training and development, develops training plans and maintains training records as required; sources and facilitates external training as required; develops and rolls out internal training on company policies/procedures, collective agreement changes, new or revised legislation changes, and implements related communication plans.
11. Manages WorkSafeBC documentation and claims. This includes but is not limited to ensuring organization-wide OHS programs; promoting health and wellness initiatives; receiving completed claims forms from program areas; conducting investigations as appropriate, ensuring forms are submitted in a timely manner; representing the employer at claims hearings.
12. Attends and participates in relevant management, staff and committee meetings, and training. Represents the employer in a professional manner at the meetings and training.
13. Performs other related duties as required.

QUALIFICATIONS:

Education/Training: Post-Secondary Education (degree or diploma) in Human Resources or Industrial Relations.
CHRP Designation preferred.

Experience: Minimum of 3 years progressively more responsible experience in a HR/LR Generalist role within a unionized environment.
Previous experience in a community based not-for-profit organization is preferred.
Previous experience in developing and conducting in-house training programs is preferred.

Knowledge:

- Knowledge of SOWINS – it's mandate and the services it provides.
- In-depth working knowledge of HR programs and services, applicable legislation and policies (Labour Relations Act, Employment Standards Act, Occupational Health & Safety and Human Rights Code) and HRIS.
- Understanding of the collective agreement requirements.
- Understanding of payroll processing requirements and how they interface with HR.
- Understanding of how various business issues interface and affect other areas in the organization and knowledge of systems with the idea of providing broader perspective for staff

Skills & Abilities:

- Demonstrated ability to build professional, productive, and supportive relationships with all staff and community stakeholders
- Demonstrated ability to be creative in exploring solutions to a variety of HR and LR issues.
- Strong organizational skills, ability to prioritize multiple tasks that require attention.
- Dynamic and action-orientated to meet deadlines and provide solutions that are effective.
- Demonstrated proficiency with various computer programs, including Microsoft programs – Word, Excel, Outlook, PowerPoint, and HRIS
- Excellent interpersonal, facilitation and communication skills – written and oral
- Demonstrated ability to work independently
- Strong analytical, problem solving and decision-making skills
- Demonstrated ability to guide or coach managers in understanding HR and LR issues to help them make effective decisions

Other Requirements:

- Must have a valid BC driver's license and access to a vehicle to visit various SOWINS work sites in Penticton, and attend meetings in other locations within the South and Central Okanagan
- Satisfactory Criminal Record Check
- Ability to work flexible hours and where required, extended hours to meet operational requirements
- Willing to attend special events to support and represent SOWINS in the community

SOWINS Core Competencies:

- Is respectful, non-judgmental and inclusive at all times.
- Follows through on commitments and obligations.
- Works honestly and fairly with staff, colleagues, clients and other organizations with whom we work.
- Fosters open communications and communicates effectively.
- Plans and organizes time effectively and efficiently.
- Represents SOWINS in a positive and professional manner.