

# Cornerstone Housing for Women

## Human Resources Manager Job Description

### **Mission Statement**

Cornerstone Housing for Women offers emergency shelter and supportive housing for a diversity of women. Our services are offered in an environment which promotes dignity and a sense of hope. We are committed to public education and advocacy and strive to increase safe, affordable housing and to end homelessness.

### **Service Description**

Cornerstone offers emergency shelter and affordable supportive housing for women at risk of homelessness in five residential facilities. Residents are provided with temporary and permanent accommodation, basic necessities, and support to work toward their personal goals for sustainable living.

### **Job Summary**

The Human Resources Manager is responsible for the development and oversight of the personnel management systems, including the retention of Human Resources Information System data and the policies and practices of Cornerstone. They provide support and guidance to Cornerstone's Senior Managers in the selection, supervision, training support, discipline and evaluation of program employees. They take leadership in preparations for Collective Bargaining and in implementation of Collective Agreements. They represent Cornerstone on the Personnel Committee of the Community Ministries Development Committee. They are responsible for promotion of a positive and safe workplace that reflects Cornerstone's commitment to fair and just employment practices.

The Human Resources Manager supervises the Volunteer Coordinator of Cornerstone, and the Human Resources activities of the Administrative Clerk and the summer Administrative Student. The Human Resources Manager is an employee of the Anglican Diocese of Ottawa, and reports directly to the Executive Director of Cornerstone.

### **Recruitment & Selection**

Oversee and participate in process to ensure quality hires in compliance with relevant legislation, contractual obligations and Diocese policies. Provide advice to Management team on same.

#### Internal

- Review, revise job descriptions to ensure currency and accuracy
- Review, revise or create selection tools for appropriate selection process
- Ensure vacancies are advertized as required by relevant Collective Agreement or Community Ministries & Cornerstone policy
- Ensure applicant lists are maintained with status and seniority
- Shortlist and rank qualified applicants
- Ensure interviews and testing are arranged as necessary
- Participate in interview panel when necessary
- Review selection process and results and discuss issues arising with hiring manager
- Confirm selection

- Participate with hiring manager when necessary to notify and give feedback to unsuccessful candidates

#### External

- Ensure internal processes and postings considered relative to external process
- Ensure job ads & communication are prepared and distributed to other relevant agencies and Diocese
- Ensure list of applicants and their results is maintained
- Shortlist and rank qualified applicants
- Convene interview panel, coordinate selection process and participate in selection as necessary
- Conduct reference checks
- Ensures unsuccessful candidates are notified of outcome and provide feedback when necessary
- Coordinates completion of application for Summer Canada Jobs grant

#### **Recruitment and Onboarding**

- Ensure preparation of letters of offer in keeping with relevant legislation, contractual obligations and Diocese policies
- Conduct Human Resources orientation with new staff members (HR & Diocese P&P, OH&S, payroll info, etc.)
- Meet with staff changing status to explain benefit entitlements and obtain required paperwork
- Ensure relevant documentation including identification, academic qualifications, legislatively required certifications, Police Records Check, payroll and emergency information is obtained.
- Ensure appropriate maintenance of relevant information as above to in-house HRIS and Payroll Software.
- Provide payroll office with payroll and benefit information and supporting documentation

#### **Terminations**

- Ensure that terminations and layoffs meet legislative and collective agreement requirements
- Collaborate with ED, Managers and legal counsel with regard to processes.
- Draft letters as required.
- Gather relevant info for input to in-house HRIS and Payroll Software
- Advise payroll office of all terminations with supporting documentation.
- Advise terminating staff of legislative and benefit entitlements
- Maintain employment records per legislative requirements and eligibility for rehire.

#### **Labour Relations**

- Take lead in drafting language for Collective Agreements, Letters of Agreement etc.
- Monitor emerging internal labour relations issues and external labour environment
- Recommend course of action and draft communications regarding wide range of staff issues
- Recommend course of action and draft responses to grievances
- Work with Union executive to maintain good relationships

- Participate in Labour Management meetings and other labour matters with union reps
- Advise management team regarding disciplinary situations and process
- Participate in all Collective Bargaining, grievance and disciplinary meetings.
- Advise management team and or respond to union and staff regarding interpretation of collective agreements.
- Liaise with legal counsel when required.
- Ensure seniority calculations are made and list is published and input to HRIS to update system driven reports

### **Human Resources Information Systems**

- Directs and oversees the HR work of the Administrative Clerk to ensure that all relevant Human Resources information is accurately maintained and that accurate reports are produced in a timely way: (Employment information - personal and emergency contacts, leave of absence, job assignments, seniority, training & certification status, Statutory holiday booking, shift booking; monthly schedules etc.)
- Ensure accuracy of calculations to sick, vacation entitlements and other benefits
- Create processes and forms to facilitate HR & payroll processes and input
- Ensure appropriate rate of pay & vacation accruals and that employees, payroll and managers are advised of entitlement increases.

### **Staff Development**

- Facilitate management team's planning for training for coming year
- Work with other Shelter partners to provide mandatory trainings as feasible
- Work with Cornerstone managers to develop and provide other training
- Ensure staff are notified when mandatory trainings are due for renewal and follow up with managers as necessary
- Ensure staff are provided with information regarding available trainings
- Ensure staff are booked into trainings as required and that reimbursements for registration fees are processed.
- Ensure completed trainings are recorded and appropriate reports are issued.
- Survey staff regarding training needs and work with management team to find or develop resources

### **Policies & Procedures**

- Participate in drafting P&P for Community Ministries HR sub committee
- Take lead in drafting P&P for HR, Occupational Health & Safety, etc.
- Ensure P&P follows appropriate communication plan per Cornerstone Policy Dissemination policy
- Present all approved policies affecting staff to Union through Labour Management forum.
- Ensure policies supportive of legal and organizational requirements are in place
- Assist managers to interpret and operationalize policies.

### **Occupational Health & Safety**

- Maintain Basic Health & Safety Certifications
- Take lead in drafting policies and procedures
- Coordinate work of the JOHS Committees to capitalize on potential synergies
- Monitor issues of each committee, give direction as needed and keep ED apprised of emerging issues
- Review Accident, Illness and Near Miss Report with managers and forward for tabling at JOHSC meeting.
- Advise managers regarding WSIB claim process, follow up on claims directly with WSIB as necessary
- Advise managers regarding sick leave, return to work and accommodation management
- Ensures documents and records related to H&S (JOHSC minutes, Accident/Near Miss reports, WSIB claims and correspondence) are maintained.

### **Legislative**

- Stay current regarding new and proposed employment laws
- Advise management team and Community Ministries HR subcommittee regarding current and new employment legislation
- Advise management team on employment related issues as they arise.
- Consult with legal counsel on individual issues as need arises and approved by ED.

### **Working Committees**

- Community Ministries Human Resources Sub-Committee
- Labour-Management Committee (Unit A and Unit B)
- Negotiation Committee (Unit A and Unit B)
- Ad hoc committees as required (i.e. Pay Equity, Support Worker selection process revision)

### **Other HR duties**

- Ensure letters confirming employment of current and previous staff are done as needed
- Respond to requests for performance based reference checks
- Develop Job Descriptions as required.
- Trouble shoot pension/benefit issues with Diocese payroll office and Toronto Pension office
- Liaise with other shelters for joint projects and info sharing.
- Participate in service recognitions and other recognitions of special occasions for employees (births, birthdays etc.)
- Other duties as assigned

### **Supervision of Volunteer Coordinator**

- Regularly meet with VC to discuss issues and set expectations for the Volunteer Program
- Evaluate work of Volunteer Coordinator, provide guidance and conduct annual performance appraisal
- Discuss volunteer program issues with managers as required

### **Supervision of Administrative Clerk**

- Directs and supervises the Human Resources activities of the Administrative Clerk
- Liaises with the Finance and Administration Manager and Executive Director to ensure the Administration Clerk's work is appropriately scheduled.
- Provides input to the Performance Appraisal of the Administration Clerk.

### **Supervision of Summer Admin Student**

- Regularly meet with student to discuss issues and set expectations (in conjunction with the Finance and Administration Manager and Administrator as necessary)
- Evaluate work of the Admin Student (with input from Admin managers), provide guidance and conduct required performance appraisals

### **Qualifications**

- University Degree (Business Administration preferred)
- Post-Secondary Diploma in Human Resources
- CHRP designation preferred
- 3-5 years' experience in Human Resources Generalist role preferably in a Non-Profit organization
- At least one year of supervisory experience
- Experience interpreting and implementing Collective Agreement language
- Experience managing Occupational Health and Safety policies and procedures
- Bilingualism (English/French) preferred
- Use of a vehicle is an asset

### **Skills and Abilities**

- Good math skills
- Good computer skills (Microsoft Word, Excel, Access, Power Point and Outlook)
- Understanding of basic computer programming an asset
- Ability to plan and organize
- Excellent interpersonal and negotiation skills
- Clear and concise written and oral communication skills
- Ability to manage multiple priorities

### **Personal Attributes**

- Leader, professional, positive attitude, high ethical standards
- Detail oriented
- Strategic, analytic and critical thinker
- Excellent judgment
- Team oriented, collaborative, flexible
- Understanding of and sensitivity to issues of diversity
- Diplomatic, Confidential and ability to control emotions in stressful situations