

Job title: Senior Manager, Human Resources

Reports to: Director of Finance & Operations

Start Date: May 2021

Job Category: Full-Time, 12 to 18 month contract

About Us and Summary of the Role

Mission

North York Women's Shelter (NYWS) actively supports the rights of women and children to build lives free of violence by providing non-judgemental safe shelter, advocacy, and a range of programs & services including 24-hour crisis support.

Vision

Our vision is to create a community characterized by gender equality where women and their children feel empowered and safe and all services are provided according to the NYWS's Trauma-Informed Key Principles.

Purpose

Reporting to the Director of Finance & Operations, the Senior Manager of Human Resources is in charge of developing and executing and managing all personnel matters within the agency.

Accountabilities and Responsibilities

Human Resources

- Support the development of an accountable, safe workplace through an adherence to anti-racist and anti-oppressive, trauma-informed principles for clients of NYWS
- Support the clear expectation from staff and management to uphold the values of the organization in all its dealings with each other and towards clients
- Maintain the work structure by updating job requirements and job descriptions for all positions.
- Maintain organization's staffing structure by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; recommending changes.
- Prepare employees for assignments by establishing and conducting orientation and training programs.
- Track staff training and professional development for individual staff members and creates a culture of ongoing voluntary and mandatory trainings.
- Ensure planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; hearing and resolving employee grievances; counseling employees and supervisors.
- Develop and implements comprehensive performance evaluation process.
- Maintain employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends; recommending benefit programs to management; directing the processing of benefit claims; obtaining and evaluating benefit contract bids; awarding benefit contracts; designing and conducting educational programs on benefit programs.
- Maintain staff seniority lists
- Track all accruals for staff (vacation, sick time etc)
- Ensure legal compliance by monitoring and implementing applicable human resource requirements; conducting investigations; maintaining records; representing the organization at hearings.
- Maintain management guidelines by preparing, updating, and recommending human resource policies and procedures.
- Maintain historical human resource records by designing a filing and retrieval system; keeping past and current records.
- Track any progressive disciplinary actions and notes on files
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

- Completes human resource operational requirements by scheduling and assigning employees; following up on work results.
- Lead labour relations with Union including Labour Management Committee meetings and contract, bargaining, negotiations etc With input and support from senior management where needed
- Ensure current collective agreement is followed by management.
- Ensure agency is in compliance with all health and safety legislation and is standing member of the agency's Joint Health and Safety Committee.
- Contribute to team effort by accomplishing related results as needed.
- Support development of staff engagement and initiatives, Caucuses etc by developing organizational wide culture and opportunity for individual and collective celebration and engagement
- Support the volunteer program in following HR best practices
- Support any relevant funding-specific projects

General and Related Responsibilities

- Takes personal responsibility to increase sensitivity, awareness and work-related activities related to Trauma-Informed Practice - Key Principles
- Adheres to NYWS policies and procedures
- Works respectfully and maintains confidentiality with clients, co-workers, and the organization
- Attend and participate in additional team building, training, in-services, and community outreach as required
- Perform related duties as assigned by Director of Finance & Operations
- Other duties as assigned
- Able to work morning, evening, and weekend shifts, as needed

Qualification and Skills

The successful candidate will hold:

- Post-Secondary Diploma or Degree directly related to the position
- CHRP designation is an asset
- Minimum 5-7 years directly related work experience
- Experience working and managing within a feminist, anti-oppression and trauma-informed framework
- Extensive knowledge of and experience in conflict resolution techniques
- Knowledge and experience in budget preparation and monitoring
- Proven ability to maintain a high level of accuracy and confidentiality and handle sensitive information
- Demonstrable strong & detailed troubleshooting knowledge as well as general problem-solving skills
- Demonstrable understanding and application of the Ontario Occupational Health and Safety Act
- Experience developing and delivering training sessions
- Experience with networking, building partnerships, public speaking and resource development
- Experience writing proposals/submissions
- Extensive labour relations experience
- Proven success in staff development, management counseling and coaching
- Extensive experience in developing and implementing HR policies, procedures and programs
- Experience working as a solo HR practitioner an asset
- Experience in non-profits an asset
- Satisfactory Vulnerable Sector Checks (PVSC) with future checks

The successful candidate will possess the following skills:

- Ability to successfully work from an anti-racist/anti-oppression and trauma-informed practice framework
- Sensitivity and awareness of cultural, racial, economic and socially diverse communities
- Excellent professional and empathetic communication skills, as well as strong problem-solving skills

- Strong organizational and time management skills with the ability to set priorities
- Strong negotiation skills
- Excellent communication and interpersonal skills
- Ability to work independently as well as part of a strong dynamic team
- Ability to work collaboratively in a pet-friendly environment
- Strong adherence to ethical policies, procedures, and exercises a high degree of confidentiality and privacy of information as outlined in NYWS policies and procedures, as well as in Trauma-Informed Practice – Key Principles

Physical Requirements

- Ability to wear Personal Protective Equipment and adhere to COVID-19 infection prevention principles
- Exposure to illnesses such as cold and influenza on a weekly basis
- Exposed to loud sounds and high noise levels on a weekly basis.
- Exposed to possible risks of managing conflicts amongst women and children in crisis
- Exposure to external threats (abusive partners)
- As employees of an organization committed to harm-reduction, exposure to women who may be under the influence of substances including, but not limited to cannabis.
- Exposure to pets on a regular basis
- Must at all times be able to function effectively and accountably with women, children, and adolescents who may have mental or behavioral challenges. The staff must be able to demonstrate appropriate daily behavior, express appropriate emotions. Hostility, aggression and unnecessary or inappropriate physical actions as well as inappropriate emotional expression are not acceptable.

Key Performance Indicators

- Client satisfaction
- Continuous Improvement (PD participation)
- Appropriate representation of NYWS at fundraising and outreach events
- Team collaboration
- Community referrals
- Documentation
- Commitment to Trauma-Informed Principles
- Alignment with Mission, Vision, Values

Hours & Compensation

This position will be scheduled 35 hours per week with an annual salary of \$80,000 per year.

Application

If interested in this position, please submit **resume and cover letter** via email to Mohini Datta-Ray mohini@nyws.ca and quote 'HR Senior 0421' in the subject line by 5:00pm on Monday, May 3, 2021.

In accordance with our feminist, anti-racist and anti-oppressive framework, NYWS is committed to the development of an organization that reflects the communities that we serve.

We actively encourage applications from members of groups with historical and/or current barriers to equity.

Position vacant until filled.

Potential candidates will be contacted. We respectfully ask no phone calls, and any made will not be returned.