



Job Description

Position Title: Human Resources Generalist

Department: Human Resources

Reports To: Director of Human Resources

Purpose

Reporting to the Director of Human Resources, the Human Resources Generalist is responsible for a variety of human resource functions, primarily for the Long Term Care facilities in the County.

This includes effective planning, direction and management of the various components of human resource initiatives, and will provide direct support, advice, and counsel to Long Term Care administration.

Time is split between being on-site at each facility and in the corporate Human Resources office to provide assistance with recruitment, corporate human resources policies and procedures, collective agreement administration, and identifying potential issues and grievances.

Responsibilities

- Working with the Leadership Team to develop and implement strategies to assist employees in maintaining a healthy work life balance and create an effective and positive working environment.
- Coaching and supporting managers in the development, implementation and maintenance of strategies and action plans that support employee engagement.
- Coordinating the implementation of the Employee Satisfaction survey, analyzing results and working with the leadership team to develop action plans to support quality improvement activities.
- Provides support to the Disability Manager with claims administration.
- Providing assistance to supervisors and managers specifically, but not limited to, those in the LTC facilities, with concerns and issues in the management of their employees.
- Communicating with Union representatives proactively or in response to specific requests and providing ongoing information on issues which affect their members.

- Obtaining information and advice regarding the interpretation and application of the collective agreements as needed.
- Grievance Administration - Conducting research and gathering information in preparation for grievance meetings.
- Counseling managers on contract interpretation and the application of policies, procedures and relevant employment legislation.
- Attending Labour Management meetings.

Recruitment

- Working with hiring managers to create recruiting and interviewing plans for each open position.
- Post openings with professional organizations and in other position appropriate venues such as Internet sources, County website recruiting page, social media and professional networking sites.
- Assist in preparing and sending offer packages and regret letters.
- Attend career fairs for recruiting and company recognition.
- Maintain all pertinent applicant and interview data in the Human Resources Information System (HRIS).
- Assist in performing reference and various background checks for potential employees.
- Prepares paperwork required for new hires and establishes personnel file.
- Coordinate internal and external recruitment as directed by Management and the Collective Agreement.
- Assist with screening resumes, scheduling interviews, and preparing letters of offer for positions.
- Participate in interview panels up to the supervisory level, check references, professional credentialing and follow up on new hire process/documentation.

Recruitment responsibilities may include:

- Working with hiring managers to identify and define departmental needs.
- Performs other related duties that may be assigned by the Senior Manager of Human Resources.
- Responsible as an employee for occupational health and safety.

Management Support

- Address questions regarding policy or process, employee entitlements, and employee personnel file review.
- Communicate changes from HR and assist with incident review or investigation.
- Support labour management activities.

Staff Support

- Provide documentation to staff (such as confirmation of employment).
- Answer any policy or process questions and hear employee concerns.

HR Department Support

- Provide assistance to other departments in the form of writing letters, addressing concerns, conducting reference checks, etc. as directed by HR supervisory staff.

Administrative Tasks

- Participate in review and revision of policies and procedures.
- Perform filing for the department.

The duties and responsibilities outlined above are representative but not all-inclusive.

Working Conditions

Usual hours of work are based on a 35-hour week. Overtime is required to cope with deadlines, peak periods and unexpected situations that arise.

Works in a public office environment. Expected to be accessible to deal with requests for information, reports, and to help employees with policy, collective agreement and other Human Resource administration problems, many of which are highly sensitive, stressful, and involve conflict. The nature of work includes frequent interruptions to deal with requests for information and advice.

Work calls for travel between our Long Term Care centres for employee hiring, orientation, grievance administration, consulting, etc.

Regular driving is required in order to spend time in all three Long Term Care facilities.

Contacts

Internal Working Relationships

Interprets policies, collective agreements and other documents to all levels of the Long-Term Care centres. Establishes and maintains working relations with others in the Human Resources Department, all employees, union representatives, supervisors and the Senior Management Team.

External Working Relationships

Establishes and maintains regular contact with agencies such as WSIB, Provincial Ministries, Labour Unions, Health Care Providers, and other municipalities.

Knowledge and Skill

- Minimum 3-year post-secondary diploma with Human Resources specialty.
- Minimum 3 years of experience in a Human Resources Generalist position, preferably within a unionized environment.
- General knowledge of related acts and legislation such as the Occupational Health & Safety Act, Ontario Human Rights Code, Ontario Labour Relations Act, and Employment Standards Act; demonstrated judgement and ability to critically access options within the context of applicable legislation and collective agreements to guide decisions.
- Some knowledge of Labour Relations as well as knowledge and awareness of employment related legislation. Comprehensive knowledge of Human Resources management principles and practices.
- Proven investigative and analytical skills, and the ability to interpret statistical data.
- Excellent interpersonal and communication skills to successfully address staff, groups, and external agencies and to prepare reports, communications, and deliver effective presentations.
- Ability to deal with people sensitively, tactfully, diplomatically and professionally, at all times.
- Ability to respond quickly in a dynamic and changing environment.
- Ability to work individually as well as part of a team

Impact of Error

The Human Resources Generalist plays an important role in ensuring that the day-to-day human resources functions in the Long Term Care facilities run smoothly. Lack of focus could result in inaccurate documentation, incorrect information relayed to external sources, and failure to consider all policies or legislation. Such errors have the potential to have major financial impact and would damage the County's reputation and working relationships.

The incumbent has constant access to extremely confidential information. Analysis provided must be accurate, as it is the basis for strategic decisions, all with a financial impact.

Errors in recruitment, selection and training could result in deterioration of Grey County's employee base, and its ability to deliver quality services, and may result in potential legal liabilities.