



*South East Toronto*

**Family Health Team**



## **JOB DESCRIPTION**

### **Human Resources Manager**

#### **Position Profile**

As a member of the South East Toronto Family Health Team's (SETFHT) administration team, the Human Resources Manager develops HR policies and initiatives and administers/leads all traditional HR functions, including labour relations. This includes, primarily, ongoing HR policy development, ongoing recruitment and retention; taking a leadership role in organizational training and development initiatives; leading health and safety programs and initiatives; overseeing time off requests for all employees; and co-managing the Clinical Administrative staff.

#### **Accountability**

The HR Manager reports to, and is responsible to, the SETFHT Executive Director.

#### **Roles and Responsibilities**

##### ***Employee and Labour Relations***

- Act as a point person for staff to express their needs and concerns with regards to the work environment and act on staff feedback as appropriate;
- In consultation with other members of the administration, mediate staff conflict;
- Manage personnel-related issues and appropriately escalate as required to the Executive Director for resolution;
- Manage any employee issues related to unionized staff in accordance with the articles of the Collective Agreement;
- Ongoing management and interpretation of the Collective Agreement;
- Ensure continued compliance with applicable legislation by interpreting and monitoring the application of employment; and
- Maintain confidential personnel and legal files.

##### ***Policy Development and Implementation***

- Develop and implement new HR programs, policies and procedures;
- Lead staff education concerning the implementation of new policies;
- Update policies based on new legislation; and
- Review and update all SETFHT HR policies on a regular basis.

### ***Payroll and Benefits Administration***

- Provide employees with benefits (health, dental, life insurance, and pension plan) information and Employee Assistance Plan (EAP) information, and respond to inquiries;
- Analyze, audit and complete administrative tasks related to the corporate benefit package & pension plan;
- Manage the sick leave and Long-Term Disability process; and
- Maintain and update employee files.

### ***Recruitment, Retention and Employee Orientation***

- Manage the recruitment process including obtaining hiring approvals, job postings, applicant screening, maintenance of applicant records, coordination of offering process and new hire set up;
- Lead the delivery of New Hire Orientation and various training programs to all employees as required;
- Update job descriptions as required;
- Play a leadership role in organizational training and development initiatives;
- Coordinate all-staff meetings;
- Plan and organize staff recognition events; and
- Liaise with employees to understand their education and development needs.

### ***Health and Safety***

- Oversee Workplace Health and Safety activities/initiatives;
- Co-chair the Joint Health and Safety Committee;
- Ensure that all employees are properly trained in health and safety programs, policies and procedures;
- Ensure staff are mask fitted, and those who need it, get First Aid/CPR training; and
- Assist with implementing modified work for injured/sick workers.

### ***Other***

- Oversight of sick calls for clerical and IHP staff;
- Approve time off requests (except for training) for clerical and IHP staff;
- Produce monthly schedule for Clinical Administrative staff; and
- Ongoing communications to staff on new initiatives, policies and programs, through email, presentations and in the weekly memo.

### ***Qualifications and Necessary Skills***

- CHRP/CHRL or equivalent designation preferred;
- Minimum two-year undergraduate degree;
- Ability to operate with the highest level of confidentiality and discretion;
- Strong conflict resolution skills;
- Effective time management skills to handle multiple tasks in a high volume environment;
- Proven success in staff development, employee counseling and coaching;
- Ability to manage and influence change;
- Strong interpersonal skills;
- Group facilitation skills;
- Negotiation skills;
- Experience in health care is an asset.

**Applicants should quote Job: Human Resources Manager**

**Contact by:** e-mail only

**Job Contact Information**

Human Resources

South East Toronto Family Health Team

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