



strategic direction. All duties are carried out in accordance with the *Public Service Act*, GNWT policies & regulations, WSCC policies and procedures and consistent with the WSCC Strategic Plan and WSCC HR Strategic Framework. The Manager, HR frequently interacts directly with the President and Senior Management on employee relations matters and HR programs aimed at attracting and retaining potential employees to ensure that employees are able to efficiently and effectively deliver WSCC programs and services.

The incumbent works closely with the President and Senior Management to identify, develop and implement policies and process that will support the development of a competent public service through effective recruitment and retention of employees and that will reflect a highly client-focused service approach.

The Manager is accountable for ensuring guidance and advice is provided to management and that the integrity of human resource plans and initiatives support the strategic plan of the WSCC. The activities of the unit have a direct impact on the ability of all departments to carry out their business.

A major challenge of this position is to anticipate the human resource needs of the WSCC and develop and implement appropriate policies and programs to address those needs. This requires a proactive approach that recognizes that development of people is not a short-term initiative

The Manager, HR is responsible to develop and nurture trusting relationships with colleagues and to share information with other areas of the organization to help make collaborative decisions that support the WSCC's goals and objectives.

The incumbent regularly networks with counterparts of provincial and territorial Workers' Compensation Boards and Association of Workers' Compensation Boards of Canada (AWCBC) to keep abreast of new trends and human resources developments as they specifically relate to the WSCC's strategies and best practices.

The Manager, HR manages a diverse team and a budget of approximately \$4.5M. The incumbent also has spending authority of \$20,000

## **DIMENSIONS**

Direct reports: 4

- Senior Human Resource Advisor (2 direct reports)
- Employee Safety Officer
- Employee Development Officer
- Benefits Advisor

## **RESPONSIBILITIES**

## **1. Provides overall management of staff and resources for the HR Unit.**

- Selects, develops, directs, motivates and evaluates subordinate staff to achieve WSCC's Vision, Mission and Values and the strategic objectives.
- Manages the financial resources for the unit, including completing budgetary submissions, monitoring activities and variance management.
- Manages external contracts as required.
- Ensures the health and safety of all employees in the unit.
- Approves, reports and monitors leave and attendance.
- Reviews and amends job descriptions as required.
- Monitors performance in accordance with the WSCC's Performance Development Program.
- Ensures the Human Resources team satisfactorily performs all HR related duties and meets its goals and objectives. Major activities include, but are not limited to:
  - Recruitment and Retention
  - Employee Onboarding/Off boarding and recognition
  - Employee Learning and Development
  - Performance Development
  - Job evaluation
  - Health and Wellness
  - Occupational Health and Safety
- Monitor internal quality assurance controls and processes to ensure effective quality assurance in the HR unit.

## **2. Manage organization-wide Human Resources activities of the WSCC.**

- Fosters a WSCC wide vision for human resource management, including a WSCC human resources strategic framework.
- Coordinates the organizations HR strategic planning, program, policy and review.
- Provides strategic human resource management advice and human resource planning that support employee engagement and retention. The incumbent must have the human resource skills to promote corporate direction and strategies to the VP and President.
- Evaluate, assess and update all existing human resources programs/services as required.
- Promote interpersonal communication methods and successful conflict resolution.
- Promotes healthy labour/management relations by facilitating labour relation issues which may lead to arbitration or termination.
- Monitors and maintains the stand-alone human resources system and online leave management system and liaise with IS staff to ensure that upgrades and testing are completed in time to ensure smooth compensation services.
- Manages the provision of employee benefits to WSCC employees in headquarters and all regional operations in compliance with service delivery standards.
- Reviews internal surveys including the Employee Satisfaction Survey and Exit Interviews for quality assurance implications and make recommendations to the President.

- Develops and implements a comprehensive WSCC Employee Development Program that includes staff onboarding, promotes personal development and skill enhancement.
- Provides advice and guidance to Leadership on how to identify and assess individual training/development needs.
- Evaluates the success of the WSCC Employee Development Program to ensure it achieves the desired results and improves the quality of the services the WSCC delivers.
- Develops, implements and updates the WSCC Strategic Framework.
- Participates as an active member on the Enterprise Risk Management Committee.

**3. Ensures the health, wellness, and safety of WSCC staff, through the development, implementation and evaluation of the WSCC Safety Program and Health and Wellness Program**

- Ensures that the WSCC is in compliance with all health and safety legislation and regulations.
- Facilitates the ongoing development and implementation of a comprehensive Safety Plan to guarantee employees a safe and healthy work environment.
- Liaises with members of the WSCC's Occupational Health and Safety Committee and the internal Risk Management Committee to ensure maximum safety and minimal risk.
- Works with the Senior Management Team, ensuring that health, safety and wellness policies, procedures and protocols are at the forefront of new WSCC-wide HR programs.
- Facilitates the effective delivery of employee benefits across all regions.
- Develops and implements strategies to ensure the health and wellness of employees.
- Examines the impact of health and wellness initiatives, evaluates the programs and reports on the success.
- Manages the HR Employee Safety & Development Officer to ensure the effective delivery of the safety and wellness program at the WSCC

**4. Human Resource Planning and Organizational Design.**

- Develops, leads and coordinates the organizations human resources management and plan.
- Oversees the development, implementation and ongoing management of the WSCC Human Resources Strategic Framework, and serves as the organization's primary resource to ensure the timely execution of targets and timelines. This includes attracting and retaining qualified staff, effective workforce planning, career development, performance development, employee recognition, health& wellness and safety initiatives.
- Monitors recruitment standards and related staffing activities, and recommends innovative solutions in areas of recruitment such as regional operations in Nunavut, where the local government provides a more attractive recruitment/ benefits package.
- Contributes to policy development and monitor the application of policies, standards and guidelines to ensure the WSCC's human resources practices comply with the *Public Service Act*; GNWT rules and regulations; and Collective Agreement/Handbooks, and advise the President on issues and implications of WSCC-specific actions.

- Collaborate closely with members of the Leadership Team (middle management) to understand their business processes and the associated human resource requirements and occasionally facilitate information sessions.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

This position requires frequent changes in priorities and the incumbent must be able to “think on their feet” when discussing issues with managers to present logical, convincing arguments. The incumbent deals with senior staff and the President who may have divergent perspectives and demands, and look to the Manager, HR as the expert. To meet the expectations and the demands of the position, a high level of concentration and attention is essential. The scope of work can involve politically sensitive issues and tight deadlines. The accuracy of the work impacts people’s futures.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Detailed knowledge of and ability to apply best practices in Occupational Health & Safety, Learning & Development and Human Resource Management.
- Ability to understand, recognize and/or anticipate concerns or problems that will ultimately affect the organization’s ability to attract, retain and motivate employees.
- The ability to read and interpret legislation.
- Proven client service orientation.
- Effective written and verbal communication skills, including the ability to maintain professional communications in difficult circumstances.
- Effective negotiating skills, tactics and strategies and an ability to make decisions are essential to this position.
- Expert knowledge of policy development and program design and evaluation.
- Strong strategic-thinking skills and judgement, as well as a demonstrated ability to research analyse and synthesize multiple concepts and priorities are essential.
- Proven human relation skills consistent with the ability to effectively manage/supervise and motivate a diverse range of professionals.
- Proven organizational and time management skills.
- Proven knowledge of *Acts*, Regulations, policies and procedures applicable to human resource management; Occupational Health and Safety and business continuity;
- Proven analytical and research skills.

- Demonstrated experience in developing and managing budgets.
- Proven knowledge and understanding of human resource services within a unionized, public service context.

**Typically, the above qualifications would be attained by:**

Completion of a relevant Bachelor's degree, with 8 years progressive experience in Human Resources, including at least 4 years of senior supervisory / management experience and 2 years working in occupational health and safety.

**ADDITIONAL REQUIREMENTS**

**Position Security** (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B)  Intermediate (I)  Advanced (A)

READING COMPREHENSION:

Basic (B)  Intermediate (I)  Advanced (A)

WRITING SKILLS:

Basic (B)  Intermediate (I)  Advanced (A)

- French preferred

**Aboriginal language:** To choose a language, click here.

- Required
- Preferred

**CERTIFICATION**

**Title:** Manager, Human Resources

**Position Number(s):** 97-9844

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor / Manager Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Senior Manager</p>	<p>_____ Date</p>
<p>_____ President &amp; CEO</p>	<p>_____ Date</p>
<p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	
<p><b>The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.</b></p>	

Reviewed by Human Resources: \_\_\_\_\_