

**EMPLOYEE GROUP:** Management

**DEPARTMENT:** Human Resources and Organizational Effectiveness

**REPORTS TO:** Director of Human Resources and Organizational Effectiveness

### PURPOSE STATEMENT

Reporting to the Director of Human Resources and Organizational Effectiveness, the Human Resources Coordinator will provide generalist functions which include professional human resource consultation in areas such as employee relations, compensation and benefits, disability management, health and safety, and organizational planning and development.

### Main Duties and Responsibilities

#### Human Resources Services

In consultation with the Director of HR and Organizational Effectiveness:

- Provides advice and counsel to all organizational levels on matters related to the Collective Agreement interpretation and labour relations practices
- Participates in the development and implementation of the agency's policy and procedure manual
- Participates in the Joint Health and Safety Committee as well as the completion of associated assigned tasks
- Evaluates and manages the agency's Human Resource Information System (Avanti), liaising with Avanti, finance and technical departments as required
- Provides counseling and interpretation to management and staff on disability matters, including the early intervention and return to work process
- Relates closely with the Finance/Payroll department to ensure resolution of human resource issues before payroll processing
- Produces employee correspondence in relation to leaves of absence, disability management and performance management
- Prepares internal Human Resources reports such as staff turnover, performance management, contracts, staffing allocation, etc.
- Prepares monthly statistical reports

#### Benefits Administration

Under the direction of the Director of HR and Organizational Effectiveness:

- Processes enrollments, changes and terminations to Extended Health Benefit plans, Life, AD&D and LTD insurance
- Verifies benefit statements and processes monthly payments
- Liaises with employees and benefit carriers as necessary in processing claims and resolving claims and enrollment issues
- Assists employees by providing accurate benefit information
- Evaluates and manages all aspects of the agency's benefit plans and remains aware of market conditions and current trends
- Liaises with benefit carriers as required regarding plan design and implementation
- Processes pension plan enrollments, changes and terminations

## **Disability Management**

In consultation with the Director of HR and Organizational Effectiveness:

- Liaises with staff, Management, medical professionals and the union (where applicable) in the implementation of the agency's early and safe return to work program
- Works with the employee to facilitate obtaining appropriate and required medical information as per the Attendance Management policy
- Produces employee correspondence in relation to disability management
- Develops early and safe return to work plans in conjunction with the employee and their Supervisor, and facilitates return to work meetings

## **Leadership**

- Provides leadership to employees, work groups, programs and/or committees
- Exemplifies and inspires behaviours, actions and attitudes that are consistent with FACS vision, mission and values
- As a member of the Management Team, participates in the development and successful implementation of the Strategic Plan
- Works in a manner consistent with the requirements/regulations of the Occupational Health and Safety Act, and FACS policy and procedures

## **Relationship Management**

- Represents FACS in OACAS and joint CAS community committees to ensure successful representation; participates on committees as required
- Represents the agency in conferences and meetings
- Develops and maintains collaborative relationships at all levels of the organization to ensure the most effective services are provided both internally and externally

## **Other Related Activities**

- Ensures own expenditures adhere to policies
- Meets or exceeds all accountabilities and achieves continuous quality improvement and excellence in all activities and outcomes
- Participates in mandatory learning/education to maintain and update skills and knowledge as required
- Leads, facilitates and/or participates in special projects and performs other duties as required

## **Knowledge, Education, Experience, Skills and Attributes**

### **Qualifications**

- University Degree in Human Resources or other similar field of study
- Membership in Human Resources Professional Association of Ontario; preferably a Certified Human Resources Professional
- Minimum 3 years experience in a HR generalist role, including exposure to labour relations, compensation, benefits and human resource administration
- Excellent knowledge of legislation governing human resources and labour relations such as the Employment Standards Act, Labour Relations Act, Pay

- Equity Act, Human Rights Code, etc.
- Excellent knowledge of the interpretation and application of a collective agreement
- Excellent knowledge of Human Resource Information Systems (HRIS)
- Valid G Driver's License and access to a reliable motor vehicle with appropriate liability insurance required

### **General Skills and Attributes**

- Excellent ability to use MS Office applications (e.g. Word, Excel, etc.)
- Excellent ability to think analytically with attention to detail in the presence of frequent interruptions
- Strong planning, time-management, multi-tasking and organizational skills
- Strong written, oral communication and interpersonal skills
- Excellent mentoring, coaching and communication skills to provide instructions and guidance to staff with respect to activities, challenges and questions
- Advanced understanding and commitment to quality service and best practice
- Highly detail-oriented with demonstrated critical thinking skills
- Ability to deal with highly sensitive and personal information in a confidential manner
- Ability to communicate in French or another language an asset

### **Efforts and Working Conditions**

- Work is primarily performed at a desk in a normal office environment
- Long periods of sitting and computer/phone use
- The incumbent has the freedom to move about or change position at will
- Absorbs and interprets information from multiple participants in meetings on a regular basis
- Multi-tasks within a fast-paced, high-volume and demanding environment
- Frequent periods of data analysis and proofing of records required
- Frequent interruptions
- Occasional travel to CAS/FACS sites or within the region
- Occasional travel outside the region may be required
- Occasional requirement to work evening and/or weekend hours

**Date**

**Director of Human Resources and Organizational Effectiveness**

*Job descriptions are not intended, nor should they be construed to be, exhaustive lists of all responsibilities, skills, efforts or working conditions associated with the job. They are intended to be accurate reflections of those principal job duties and responsibilities essential for making fair pay decisions about the job.*