

JOB DESCRIPTION

JOB DETAILS

Job Title: Human Resources Consultant

Job ID: Band219

Classification: Group B

Classification Date:
(MM/DD/YYYY)

Branch: Employee Services Centre

Unit: PAC - Employee Services Centre

Reports to: Assistant Director, Human Resource
Consulting

Security Screening: Yes

Union/Excluded: Excluded

BRANCH DESCRIPTION

The Employee Services Centre plays a lead role in helping shape our changing workforce and advancing a positive employee experience. To lead our way forward to a digital mindset (people) and digital workplace (culture), we are adapting to meet the growing expectations and changing needs of our workforce and the members and clients we serve. We are committed to delivering people-centered services and solutions with a premium on exceptional personal and digital employee interactions and employee satisfaction as the key success metric. The Employee Services Centre is a strategic partner responsible for administrative, transaction and operational services to enable the efficient management of the employment process and practices to drive organizational effectiveness and ensure application and compliance with associated policies and collective agreements to mitigate employment-related risks. Providing optimal employee services through cost effective, leading solutions, the Employee Services Centre continually strives for simplicity in the employee experience. Services include workforce planning and reporting, talent acquisition, labour relations, compensation and benefits, leave and disability management, diversity and inclusion, occupational health and safety, and property management.

JOB SUMMARY

The Human Resources (HR) Consultant provides consultative, coaching and advisory services to support operational and strategic talent planning outcomes for our clients. Acting as a business partner, this position provides expertise on all aspects of the employment relationship including, employee/labour relations, classification, talent planning, performance management, and interpretation/application of collective agreement and excluded terms and conditions. The HR Consultant informs the development of and administers HR programs and initiatives in accordance with corporate goals, policies and procedures, statutory regulations and collective agreements.

The HR Consultant must know and understand the Corporation's programs as well as applicable collective agreements and the Public Service Act in order to provide sound HR advice that will support clients in their operational and strategic business plan outcomes.

This position must deal effectively and professionally with:

- Employees and managers - to provide advice regarding the application of policies and variations in process or procedure in order to achieve business goals.
- Public Service Agency representatives - to exchange information and develop Corporation policies.
- Union representatives - to resolve outstanding issues or differences of application of collective agreements.
- HR professionals in other organizations to research industry standards and exchange HR best practices

JOB RESPONSIBILITIES

1. Provide consultation and advice to clients on labour and employee relations issues, conducting research as needed and ensuring adherence to the collective agreement and Corporation policies. Works collaboratively with union representatives to resolve grievances.
2. Provide interpretation and advice to managers on collective agreement(s), excluded terms and conditions of employment and corporate policies and processes.
3. Provide consultation on job description development, organizational design, job classification, and exclusion, providing options and making recommendations.
4. Conduct labour relations related workplace investigations and issue discipline and terminations as required.
5. Anticipate, identify, monitor, and research highly confidential and sensitive issues and provide strategies, coaching or consultation to managers.

6. Provide coaching and guidance to managers on the performance management process and conversations, helping them to support their employees to optimize performance.
7. Work with clients to resolve conflict collaboratively and effectively, providing support by facilitating conversations.
8. In collaboration with various stakeholders, research, develop and implement human resource programs and employment policies to align with organizational values and objectives.
9. Support business areas with operationalizing branch/division programs, plans and processes, ensuring people impacts are considered and addressed.
10. Work with business owners to forecast short and long term talent needs, informing strategies to address talent shortages and surpluses.
11. Develop and manage relationships with managers and executive to identify strategic priorities and recommend options for human resource programs, projects and initiatives.
12. Contribute to the planning, development and implementation of People and Culture programs and initiatives, addressing the needs of leaders and staff and ensuring alignment with corporate strategies and objectives.

EDUCATION

Degree/Diploma Obtained

Program of Study

- Completion of a post-secondary education credential/program in human resources. An equivalent combination of education, training and experience may be considered.
- Chartered Professional in Human Resources (CPHR) designation is preferred.

EXPERIENCE

Years of Experience

Type of Experience

Five years of recent human resource experience in an advisory role within a large, complex, union organization that includes:

- Providing consultation, advice and support to senior managers and supervisors on employee/labour relations, classification, talent planning, interpretation and application of collective agreement(s);
- Experience dealing with grievances, workplace investigations, and conflict resolution.

KNOWLEDGE, SKILLS & ABILITIES

- Strong understanding and knowledge of human resource principles and practices
- Working knowledge of applicable HR legislation such as employment standards, employment law, human rights legislation, the Public Service Act, and collective agreement administration
- Demonstrated consulting, coaching, and facilitation skills
- Strong interpersonal skills with the ability to build and maintain relationships with all levels of staff, including management and executive
- Demonstrates a commitment to client service, teamwork, and collaboration
- Ability to communicate clearly and effectively, both verbally and in writing
- Ability to manage self in a variety of situations, maintaining a high level of professionalism, diplomacy, discretion and judgment
- Ability to persuade, influence or gain cooperation of individuals at all levels of an organization
- Ability to anticipate client needs and to develop sound options, recommendations for solutions
- Ability to work in an environment that demands strong deliverables along with the ability to identify problems and drive appropriate solutions
- Process-oriented with strong analytical and problem-solving skills

CORE COMPETENCIES

Enabling & Inspiring L3 - Leading Others

Motivating, supporting and enabling others to succeed.

- Gives responsibility to staff based on their competence and capability.
- Creates an environment where others strive for improved performance and productivity.
- Demonstrates respect and effective collaboration as a model for the organization.
- Cultivates an environment of enthusiasm and optimism within the team and across the organization.
- Integrates the contributions of others into organizational initiatives.

Leadership Courage L3 - Leading Others

Saying and doing the right thing despite potential risk.

- Acts with the courage of his/her convictions without guarantee of success or reward.
 - Recognizes competing viewpoints/interests and seeks common understanding and/or solutions.
 - Reassesses position in the face of justified resistance.
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Insight & Impact L3 - Leading Others

Understanding self and others in order to be a positive influence as a leader.

- Considers competing interests to address key concerns and to achieve desirable outcomes.
 - Demonstrates self-assurance/confidence in own core beliefs and values while maintaining connection with others.
 - Manages one's emotions sufficiently to allow for, and invite, different perspectives and opinions
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Navigating Change L3

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Creates a culture that encourages change, innovation and improvement.
 - Applies change management models, principles and practices.
 - Translates change strategies into specific direction and focus.
 - Adapts existing goals, plans and processes, or develops new ones to respond effectively to the change.
 - Removes barriers to change.
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Embracing Learning L2

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Gathers feedback from various sources to identify own strengths and weaknesses.
 - Pursues challenging experiences beyond current position to add value in own area.
 - Helps others identify learning needs to meet current job requirements.
 - Provides honest, timely, clear and specific feedback to others.
 - Ensures people are provided appropriate training within available budget and resources.
 - Encourages people to reach their full potential.
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Client Orientation L3

Making it easy for our external and internal clients - seeing things through their eyes.

- Balances client needs with business realities.
 - Represents client needs to more senior management.
 - Provides advice on complex problems and initiatives.
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Accountability L3

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Establishes standards and measures to achieve desired results.
 - Allocates resources and assigns responsibilities to achieve organizational objectives.
 - Supports others in driving behavioural and performance expectations.
 - Entrusts others with responsibility for achieving results.
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Inspiring Trust L3

Inspiring confidence by demonstrating integrity and building credibility.

- Brokers healthy relationships across the organization to further the achievement of business goals.
 - Promotes dialogue and shared understanding on business issues.
 - Communicates complex issues clearly and credibly with varied audiences.
 - Confidently and effectively expresses contrary opinions and own perspectives.
 - Accepts alternate perspectives in support of business interests.
 - Models trust in others to do their jobs.
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Decision Making L2

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
- Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
- Uses sound business sense to make decisions.
- Considers risks when identifying or recommending options.
- Provides context and rationale for decisions.
- Provides information to others to support decision making on complex issues.

Organizational Focus L3

Aligning work priorities, processes and practices to achieve the strategic direction.

- Demonstrates an understanding of interdependencies across the organization (i.e. systems thinking).
- Responds to emerging trends with initiatives that are aligned with the organization's strategy.
- Translates strategic goals into specific operational initiatives.
- Ensures work unit objectives are aligned with the strategic goals.
- Balances short term needs of the organization and its people with the achievement of longer-term goals and strategies.
- Applies understanding of organizational context in dealing with complex issues.
- Aligns business operations across the organization.