

### **Job Description**

POSITION:	Human Resources Supervisor – Health, Safety, and Wellness
ACCOUNTABILITY:	Director of Human Resources
CLASSIFICATION:	Full-time
DATE APPROVED:	November 23, 2023

#### **JOB PURPOSE**

The Human Resources Supervisor – Health, Safety, and Wellness provides oversight, maintenance and development of Nogdawindamin Family and Community Services attendance, disability, and benefits management systems and processes. The position is responsible for managing employee leaves of absences, Agency benefit programs and providing support to Agency Health and Wellness programs and initiatives. The position works with management to ensure attendance and benefits management is appropriately leveraged to drive organizational results while ensuring employees at all levels are supported. The Human Resources Supervisor – Health, Safety, and Wellness oversees the Health and Safety Program and supervises the Health and Safety Officer. The Human Resources Supervisor – Health, Safety, and Wellness functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

#### **KEY JOB FUNCTIONS:**

##### **Benefits Management**

To coordinate, manage and implement the Agency's benefit management systems and processes.

- Process enrollments, changes and terminations to Extended Health Benefit Plans, Life, STD and LTD Insurance;
- Respond to inquiries from employees and benefit service providers related to extended health, dental, insurance and pension & disability programs;
- Lead the design and implementation of benefits plans and programs that provide optimal value to employees and the Agency;
- Accurately maintain employee benefit records;
- Lead the annual benefit renewal process
- Evaluate the effectiveness of benefit plans, including the performance of service providers;
- Co-ordinate the continuation of employee benefits and deductions with payroll;
- Ensure staff are aware of and have easy access to the employee and family assistance program.

##### **Disability Management**

To manage leave of absences while supporting employee's disabilities and ensuring safe return to work.

- Manage sick leaves, including focusing on the development, negotiation and implementation of rehabilitation, return to work plans and duty to accommodate agreements;
- Act as the primary contact with Workplace Insurance Carrier (WIC);
- Liaise with the WIC, medical professionals and related agencies regarding WIC claims management activities;
- Recommend and implement strategies to prevent the need for employees to access short-term and long-term disability benefits;
- Manage employee short-term disability, long-term disability, and other sick leaves, and facilitate return to work planning;
- Review incident reports related to occupational illness and communicate with impacted staff and submit disability claims to WIC as required;
- Work with all key stakeholders in all aspects of attendance and disability management including graduated return to work programs and accommodations;
- Monitor cost statements for potential claim status, refund situations and errors;
- Assist in return-to-work process overseeing modified work programs;

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- Monitor claims activity for objectionable findings – consultation with WIC regarding objections;
- Track and monitor all employee absences; both occupational and non-occupational illness and injury;
- Correspond with employees, management and other human resources staff to ensure all documentation is received and processed;
- Advise management on best practices for all work-related injuries, non-work-related illness/absence while ensuring compliance with legislative and contractual requirements.

### **Attendance Management**

To manage the attendance management program, systems and processes.

- Lead the management, implementation, updates and evaluation of the time management system;
- Ensure errors in the system are addressed;
- Provide attendance support and guidance to Management and assist with attendance management concerns or issues;
- Provide employees and Management with direction for relevant legislation and applicable policies for various leaves;
- Manage other employee leaves and accommodations in accordance with appropriate legislation, such as the Ontario Human Rights Code;
- Develop reports on a monthly basis, or as required, summarizing attendance credit balances;
- Provide recommendations to reduce or address attendance issues or concerns.

### **Health, Safety and Employee Wellness**

To support Health, Safety and Employee wellness.

- Assist Health and Safety Officer with compliance with Health and Safety policies, procedures and legislation;
- Promote the health and safety of staff and manage risk through an understanding of the appropriate health and safety legislation, regulations and standards;
- Develop health, safety and wellness policies, and assign procedures, roles and responsibilities to specific health and safety topics and occurrences;
- Educate and promote health, safety and wellness in the workplace;
- Act as a resource for management and staff on health, safety, attendance and wellness;
- Active member and Human Resources Lead on Agency Health and Safety Committee;
- Provide support to Agency Wellness committee;
- Conduct Workplace Violence and Harassment Investigations and prepare applicable reports.

### **Leadership In Human Resources**

To create a work environment that supports achievement of the Agency's Vision and Mission and supports employees at all levels.

- Assist with the development and maintenance of a Supervision Manual;
- Provide support to the Agency Wellness Committee;
- Provide orientation to new Supervisors relating to Attendance Management;
- Develop and deliver in-house training to support Supervisors in their role relating to Attendance Management;
- Participate in annual review of Human Resources Policy Manual, develop and revise policies and procedures as required;
- Recommend improvements or changes to the Director of Human Resources on Human Resources initiatives and attendance management and disability management activities;
- Maintain HR Designation and ensure up-to-date with current HR trends, best practices and applicable HR legislation.

### **Interagency Participation**

To actively participate in internal, external or local committees or groups in support of coordinating programs and services to stakeholders:

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- Actively participate on the Human Resources Team, Full Management, Wellness Committee, Agency-wide and other internal committees in support of agency Human Resources services;
- Establish and maintain effective working relationships with employees, management and external contacts;
- Participate in internal and external meetings or committees as requested;
- Liaise and work effectively with collateral agencies and organizations and First Nations.

### **Relationship and Team Building:**

Work collaboratively and cooperatively at all levels.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external stakeholders;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

### **Human Resources:**

Provide guidance, direction and support to department staff.

- Provide leadership, guidance, support, supervision and direction to teams and ensure understanding and alignment with organizational values, goals and priorities;
- Promote and support the well-being of staff by referring to appropriate resources;
- Ensure performance and supervisory expectations are clear and consistent;
- Monitor and address employee performance;
- Conduct performance review and fully involve staff in evaluating and planning to improve their job performances;
- Monitor and manage attendance management process;
- Assist with staff development and recommend training opportunities;
- Develop and lead supervisory conferences, team meetings, case reviews and/or observations of caseworkers to identify ongoing strategies to meet the team's ongoing development and training needs;
- Establish and sustain a work environment that promotes and rewards optimal performance, an ongoing commitment to excellence and the adoption of strength-based cultural practices;
- Support a culture of learning and professional development and ensure leadership development opportunities exist for staff;
- Ensure adherence to organizational policies, procedures, practices and standards;
- Provide guidance and support to Employees when investigating complaints and contentious issues;
- Approve staff attendance records, time-off requests and travel expense claims;
- Participate in recruitment of staff including assisting with screening, interviews, development of job descriptions and preparing interview questions;
- Ensure orientation of new staff;
- Conduct workload analysis and ensure complement of staff to provide services as necessary;
- Recommend human resources required for the department.

### **Financial Management:**

Assist in the preparation and monitoring of the Agency's service plan and operating budget.

- Assist in the development of annual operating budget and coordinate planning and allocation of resources;
- Review and monitor financial and operational reports on a monthly basis for each service and program;
- Approve expenditures which fall within the limit of authority, sign payment requests and process credit card purchases;
- Ensure financial policies and procedures are adhered to;
- Assist with analyzing and evaluation of all programs and services and overall operations.

### **Cultural Competency**

Participate in cultural activities within the agency.

- Follow the Seven Grandfather teachings as it relates to the position in line with the vision and mission of the Agency;
- Actively attend and participate in regular Anishinaabe Aadziwin cultural training and/or activities provided by the Agency;
- Ensure appropriate cultural opening when coordinating meetings both within the agency, for clients, families, communities and other collaterals;
- Actively seek guidance from cultural staff how to incorporate culture into the position or how to work from a cultural perspective;
- Engage in learning and incorporating Anishnaabemowin language within the position.

### **Administration and Reporting:**

Complete administrative functions and reports, and adhere to Agency policies, procedures, and relevant practices.

- Develop a team workplan that ensures continual planning as an integral part of leadership, management, and direct supervision;
- Ensure Agency compliance with Serious Occurrence directive and reporting requirements;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain a detailed work plan of activities;
- Develop and maintain accurate, up-to-date and concise work files;
- Prepare and deliver summary reports;
- Work in compliance with the Occupational Health and Safety Act, Ontario Human Rights Code, Employment Standards Act and any other relevant legislation;
- Prepare and submit monthly reports, travel expense claims and maintain attendance records;
- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties.

### **Other Duties**

- Act in accordance with agency Code of Ethics and maintain confidentiality at all times to protect the privacy of Agency staff, families and communities;
- Participate in internal or external committees as required or assigned;
- Perform additional related duties in accordance with job responsibilities and department objectives;
- Participate in training, cultural events and other mandatory training as required;
- Other duties as required or assigned.

## **QUALIFICATIONS**

### **Minimum Education:**

- Degree in Human Resources or related field
- Certified Human Resources Leadership (CHRL) Designation or working towards designation
- Workplace Investigations Training Certification an asset

### **Minimum Experience**

- Required five (5) years progressive Human Resource Management experience
- Experience in not-for profit organizations such as child welfare or human services an asset
- Experience working with Indigenous organizations
- Experience writing job descriptions, policies and procedures and attendance and benefits management documentation
- Experience with attendance and benefits management and providing guidance to supervisors to support employee success
- Experience with health and safety programs and initiatives
- Previous experience in a supervisory capacity would be an asset
- Equivalent combination of education and experience may be considered

**Knowledge:**

- Knowledge of Nogdawindamin programs and services
- Knowledge and understanding of relevant legislation and regulations including Employment Standards Act, Labor Relations Act, Occupational Health and Safety Act, Workers Compensation Act, AODA, and the Ontario Human Rights Code
- Knowledge of professional human resource activities including change management, staffing and recruitment, orientation, compensation and employee benefits, performance management, harassment and discrimination, training and development, workplace health and safety and employee relations
- Knowledge of current trends and best practices within the Human Resources field
- Knowledge of the principles of diversity, inclusion and anti-oppressive practice
- Knowledge of adult learning principles and learning styles
- Knowledge of North Shore First Nations

**Special Skills and Abilities:**

- Problem-solving and critical thinking skills to analyze information, identify key issues, solve problems and develop viable solutions.
- Project management skills, including an ability to assess priorities, coordinate diverse projects and make optimal use of available resources to achieve outcomes.
- Time management and organizational skills, including the ability to plan and prioritize workload, coordinate assignments with concurrent timelines and respond to demands of a dynamic environment.
- Written and verbal communication skills, including an ability to develop a variety of information materials for diverse audiences and present information in a clear and concise manner.
- Leadership and management skills with experience supervising staff and overseeing HR core processes.
- Keyboarding and computer skills including proficiency in Microsoft Office programs.
- Make evidence-based recommendations to the senior management team.
- Maintain a strong sense of professional judgement, tact, ethics, sensitivity, integrity and confidentiality.
- Work cooperatively and productively with others to achieve common goals; demonstrate respect, cooperation and collaboration.
- Demonstrate a high level of leadership to foster a responsive human resources culture.
- Demonstrate strong negotiation and interpersonal skills with an ability to manage conflictual situations and build successful relationships.
- Function independently as well as lead and contribute effectively within a team environment.
- Demonstrate commitment to excellent service delivery, teamwork, innovation and continuous improvement.

**Other Requirements**

- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings.
- Ability to understand and speak Anishnaabemowin is a definite asset;
- Must provide a Police Records Check deemed satisfactory by the employer;
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel;
- Must have \$1M automobile insurance coverage.

**WORK SITE LOCATION**

The position location is to be determined.

**SUPERVISION**

This position will be required to supervise a minimum of one (1) employee.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this job, the Human Resources Supervisor – Health, Safety, and Wellness will typically be in an office setting. The Human Resources Supervisor – Health, Safety, and Wellness is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency

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situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Human Resources Supervisor – Health, Safety, and Wellness will be required to travel to meetings in the province of Ontario.

The administration of employee issues can be mentally and emotionally challenging. As a result, this position is more mentally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually quiet to moderate but may be loud on occasion. The nature of the position may expose the Human Resources Supervisor – Health, Safety, and Wellness to moderate levels of tension when dealing with employee issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

Given the traditional practices of Indigenous people, from time to time exposure to smoke from the burning of sacred medicines; tobacco, sweet grass, sage or cedar, may occur.

### **TECHNOLOGY & EQUIPMENT**

Computer, photocopier, telephone, cell phone and fax machine.

### **KEY RELATIONSHIPS**

#### **Internal**

The position requires interaction with the Director of Human Resources, Human Resources Team, co-workers, members of management and other staff.

#### **External**

The Human Resources Supervisor – Health, Safety, and Wellness may interact with the other Children's Aid Societies, Benefit and Pension providers, First Nation communities, Ministry of Labour, lawyers, consultants and other agencies.

### **DISCLAIMER**

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

### **SIGNATURE**

This is to acknowledge that I have received a copy of this job description and understand its contents.

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Signature of Employee

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Date