



Canadian Mental  
Health Association  
Ottawa  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Ottawa  
*La santé mentale pour tous*

## EXTERNAL POSTING

(November 2022)

The Canadian Mental Health Association, Ottawa Branch (CMHA) is a private non-profit charitable organization dedicated to promoting good mental health and improving the quality of life for individuals experiencing serious mental illness. The Canadian Mental Health Association, Ottawa Branch aspires to provide client-directed services and programs with and for people with mental health problems and to enhance, promote and maintain the mental health of individuals and communities through education and awareness.

**CMHA is currently accepting applications for the following position:**

### **MANAGER, PEOPLE AND CULTURE (Human Resources and Learning and Development) Bilingual**

**Type of Position:** Permanent Full-Time  
**Hours of Work:** 35 hours per week  
**Pay Rate:** \$50.53 per hour

**Please note that this is a non-unionized role**

The manager of People and Culture is responsible for managing the Learning and Development portfolio and for co-managing a portion of the Human Resources portfolio.

The human resources components will focus on HRIS management, full cycle employee performance, employee benefit and wellness and the application of workplace health and safety legislation requirements. The Learning and Development responsibilities will focus on the design, development, and delivery of learner-centric solutions based on instructional design best practices and adult learning principles that engage and motivate learners. Learning and development of staff throughout the organization and managing programs for both public and private participants are essential components.

#### **Essential Minimum Qualifications:**

**Education:** Requires knowledge and skill acquired through the completion of a Master's Degree in a relevant field. Additional post-secondary education with specialization in adult education, human resources, organizational development.

**Registration:** CHRP or CHRL an asset.

**Experience and Knowledge:**

- A minimum of five years recent progressive experience in Human Resources with a focus on Learning and Development, Safety and Wellness, and Performance Management.
- A minimum of 5 years' experience designing, developing, and executing learner-centric/strategic solutions to address knowledge, and/or skill.
- A minimum of three years of supervisory experience is required for this position.
- Build and maintain relationships with the trainers both internal and external to provide superior learning experiences.
- Develop communication strategies and oversee its implementation, maintenance, and ongoing needs.
- Experience managing multiple concurrent projects/programs.
- Experience working in a non-profit unionized environment.

**Human Resources responsibilities include but not limited to:**

- Experience in HRIS implementation and management, preferably UKG, inclusive of training, performance, and onboarding.
- Ability to liaise with various department leads as required.
- Experience in full cycle employee performance including but not limited to performance management, succession planning, and development of talent strategy.
- Experience managing the benefits program (Canada Life, Pension Plan, EFAP, LTD).
- Experience managing broad employee needs addressing employee wellness in the workplace including disability management, accommodations, and return to work.
- Experience in Health and Safety and knowledge of the applicable legislation.
- Participate in joint Health & Safety Committee as well as the Health & Safety Excellence Program.
- Experience in the creation, interpretation, and administration of policies and procedures and collective agreements.
- Thorough understanding of all relevant legislations including: ESA, AODA, WHMIS, etc.
- Skilled at the interpretation of government directives, legislation and legislative changes relating to Human Resources and the ability to ensure compliance with same.

**Learning and Development responsibilities include but not limited to:**

- Manage and maintain all aspects of the Learning Management System, learning assets and reporting as well as troubleshoot issues with eLearning courses.
- Experience with Learning Management Systems, FTP, SCORM and other learning technologies such as Zoom.
- Manage all stages of the learning lifecycle including learning strategy, curriculum design, content development, delivery support, measurement/evaluation, and maintenance.
- Maintains all learning materials, handbooks, user guides and update them as needed.
- Provide back up support to the training coordinator in scheduling training sessions and managing course enrolment as needed.
- Oversee, support, mentor, and work with the training coordinator.
- Knowledge and experience with rapid eLearning development tools (Articulate Storyline, Rise 360).
- Early adopter of new trends, technologies, and methods for delivering training to a variety of learners and learning types.
- Ability to communicate, negotiate, influence, and build collaborative relationships at all levels of the organization.

### **DESIRED QUALIFICATIONS:**

#### **Personal Suitability:**

- Strong project management, process development, and leadership skills.
- Ability to prioritize and work effectively within stated timeframes and deadlines.
- Strong problem solving and troubleshooting skills.
- Excellent verbal and written communication, interpersonal and organizational skills.
- Ability to function as a team player.
- Exceptional collaboration skills: well-developed ability to build partnerships with a wide variety of people at all levels, internally and externally, and adapt messaging and communication style to the needs of different audiences and personality types.
- Ability to adapt and remain flexible.
- Ability to utilize creativity and strategic thinking.
- Dedicated to the needs of the community as well as individual workers.
- Ability to work in a highly confidential and sensitive manner.
- Ability to work using an EDI lens.
- Ability to work in a manner that is safe for oneself and others.

**Language:** Bilingual (French/English) essential.

**Vehicle:** A Valid Class G Driver's License and Means of Transportation are required for this position.

**Application Deadline:**

Please submit a resumé to **Recruitment at [recruitment@cmhaottawa.ca](mailto:recruitment@cmhaottawa.ca)**.

*The Canadian Mental Health Association is committed to Equity, Diversity, Inclusion, and Belonging, and the development of inclusive, barrier-free selection processes and work environments. We value those who would contribute to the further diversification of our organization including but not limited to women, people with disabilities, Indigenous peoples and persons of all races, ethnic origins, religions, sexual orientations, and gender identities and expressions. In recruiting for our organization, we welcome the unique contributions that you can bring. If contacted about this job posting, please advise us if you require any accommodations regarding the interview process.*

Applicants who receive a conditional offer of employment must produce a **Vulnerable Sector Police Records Check**, proof of academic achievement and meet all legal requirements for driving.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.