# EXTERNAL POSTING

(October 2023)

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 **Community Support Services** of CMHA provides outreach, long-term intensive support, and housing to individuals with serious mental illness and substance abuse disorders who are homeless or at imminent risk of becoming homeless.

**CMHA currently has a vacancy for the following position**:

# Human Resources Analyst

**(Union Exempt)**

**Bilingual**

**Type of Position:** **Temporary Full-time**

**Length of Term: Until October 31, 2024,** with the possibility of extension.

**Hours of Work**: 35 hours per week, Monday to Friday, 8:30 am - 4:30 pm

**Pay Rate:** $34.70 to $36.43 per hour

**ESSENTIAL MINIMUM QUALIFICATIONS:**

**Education:** University degree preferred, or college diploma in Human Resources or other relevant area. CHRP designation or working towards the designation preferable.

**Experience**:

* A minimum of three years’ experience in human resources is required, preferably in a health care or not-for-profit environment.
* Experience in a health or social services setting is preferred.
* Experience working in a unionized environment is preferred.

**DESIRED QUALIFICATIONS:**

**Skills, Knowledge, and Abilities:**

* The ability to develop strong working relationships and work as part of a team.
* Knowledge of relevant legislation, including Occupational Health and Safety, Employment Insurance, Employment Standards, AODA, Labour Relations, Employment Equity, Privacy, etc.
* Knowledge of current trends and practices in HR.
* Excellent oral and written communication skills.
* Ability to use HRIS, such as Ascentis HR or UKG.
* Knowledge of recruitment and selection practices, employee relations, attendance management, tracking and performance management.
* Ability to use office software programs such as Word, Excel, Outlook, PowerPoint, Adobe, and TEAMS.
* Experience in advanced administrative duties such as: professional writing skills, project management, scheduling abilities, follow-up with management, employees, and third-party providers.
* Experience in completing statistical reporting from HRIS, Learning platform and HR trending analysis.
* Experience with records management including both physical and electronic files.
* Excellent interpersonal skills along with the proven ability to exercise sound judgment with tact and discretion.
* Strong organizational skills and the ability to manage multiple priorities.
* The ability to function productively in stressful environments with a high level of sensitivity.
* Ability to promote safety consciousness in the workplace.
* Ability to work in a respectful and confidential manner.

**Language:**

* Bilingual (French/English) essential.

**Application Deadline:**

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

*The Canadian Mental Health Association (CMHA) is committed to developing inclusive, barrier-free selection processes and work environments. CMHA promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, Aboriginal peoples and persons of all races, ethnic origins, religions, abilities, sexual orientations, and gender identities and expressions. 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 **Police Records Check** and proof of academic achievement.

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

JOB DESCRIPTION

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| Title: Human Resources Analyst | Program: Human Resources Services |
| Reports to: Refer to Organizational Chart |  |
| Approved by: Executive Director | Signature: |
| Date Approved: June 25, 2021 | Date Revised: |

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| Position Summary |

Reporting to the Human Resources Manager, the Human Resources Analyst (HRA) will focus on Human Resource (HR) related projects and initiatives. The HRA will focus on a variety of project areas within HR including recruitment, performance management, policy administration, development of new HR policies and programs as well as special HR projects and best practice initiatives. The demonstration of professionalism, ethics, integrity, discretion, and tact are key components in the role of the HRA. Commitment to serving the mission of the Agency and an understanding of the human resource requirements of a human service organization is imperative.

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| **Principal Responsibilities and Duties** |

1. **HR policies and programs:**
   1. Supports the development of new HR policies and programs through continuous environmental scanning, as well as leading or supporting (as required) a wide variety of HR policy or program projects, as assigned.
   2. Ensures all local policies and procedures are up to date according to local entity and legal requirements.
   3. Maintains and assists in the review, development and implementation of policies and procedures and/or required changes to comply with local laws related to ensuring a positive non-discriminatory and safe work environment. These changes may include reviewing policies, procedures, handbooks, and employment documents.
   4. Participates in the development, implementation and interpretation of human resources policies, procedures, programs.
   5. Provides guidance and support to employees in the interpretation and application of HR policies, procedures, and other related topics such as leaves, compensation, etc.
2. **Onboarding & Offboarding:**
   1. Makes improvements and suggestions to employee on-boarding program.
   2. Actively participates in all new hire and student onboarding along with orientation process.
   3. Prepares paperwork, schedules, and facilitates new hire onboarding process, coordinating with cross-functional teams to deliver an exceptional first-day experience.
   4. Ensures smooth transitions for employees exiting the organization; assist in the termination/resignation process by conducting exit interviews, coordinating with all parties involved (Payroll, IT, etc.), and ensuring the required paperwork is complete.
   5. Prepares related trend analysis and recommendations based on exit interview on an as required basis for the senior management team.
3. **HR Special Projects:**
   1. Plays an active role in supporting HR programs and processes including performance management, employee recognition, learning and development, etc.
   2. Works on other HR projects, including HRIS implementation, and performs other related duties as required/assigned.
   3. Oversees and handles the roll-out/implementation of business and Agency-wide initiatives, including communication, learning materials and training, facilitating workshops and training.
4. **Health & Safety:**
   1. Provides support for on-site audit/compliance when necessary (regulatory/legal requirements).
   2. Supports the Joint Health & Safety Committee and helps to ensure that the Agency is compliant with all legislation.
   3. Provides support for specific Health & Safety projects.
5. **Recruitment:**
   1. Networks through industry contacts, association memberships, trade groups, social media, and employees for bilingual positions.
   2. Provides analytical and documented recruiting reports to HR team and senior management (as required).
   3. Assists in the development of effective recruiting plans and strategies pertaining to bilingual recruitment with the human resources team.
   4. Sources bilingual recruitment opportunities through various methods including advertising, recruiters, job sites, career fairs, online platforms.
   5. Organizes, coordinates, and executes a range of recruitment activities that can include bilingual job fairs and campus events to recruit upcoming graduates. In this aspect of the role, the HRA works to align overall recruitment activities with organizational goals for hiring and retention. May also prepare reports related to the results of these efforts and activities.
6. **Return to Work (Disability Management):**
   1. Acts as the Return to Work (RTW) Coordinator as a first point of contact for employees and outside agencies on matters related to disability management and return to work plan.
   2. Develops, facilitates, and monitors return to work programs.
   3. Develops and facilitates long-term accommodations.
   4. Develops individual RTW plans with input from the injured /ill employeesand manager.
   5. Facilitates workplace support for the RTW program through education and resources.
   6. Monitors the progress of each return to work case and advises all involved parties of any progress reports including changes to wages, duration or duties of the plan and closure of the plan.
   7. Tracks and analyzes injury and illness data and provides trend information to management for prevention and RTW planning.
7. **Other Duties as Required**:
   1. Member of various Agency committees including but not limited to JHSC, AODA, Wellness, etc.
8. Participates in continuous quality improvement activities to adhere to the delivery of evidence-informed and client-centered care and services in the following ways:
   1. Develops the appropriate skills and knowledge and keeps current with their field of work through professional development activities including workshops and seminars relevant to their responsibilities.
   2. Services are provided in compliance with agency specific legislation, standards of practice, and the policies, procedures of the agency and evidence-based best practices.
   3. Ability to work in a manner that maintains the safety of the worker and client.
   4. Participates in clinical supervision and other forms of agency supervision. Participates in team and regular staff meetings and the overall operation of the agency as directed by the program manager.
   5. Participates in improvement projects and/or initiatives as authorized by the program manager for an appropriate duration of time.
   6. Participates in trainings and seminars offered by the agency (crisis intervention, DBT, motivational interviewing, etc.) in order to stay up to date on current practices.
9. **Represents program and agency in a professional manner as per agency guidelines.**
   1. Dress professionally and adhere to agency guidelines and policies when representing the program and agency in the community.
   2. Use appropriate language and behaviour when interacting with clients, stakeholders, and other professionals to maintain a professional image of the program and agency.
   3. Attend and participate in community meetings and events to promote the program and agency and use a collaborative approach to build relationships with community partners.

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| **Competencies (Knowledge, Skills and Abilities)** |

**Education:**

* University degree preferred, or college diploma in Human Resources or other relevant area.
* CHRP designation or working towards the designation preferable.

**Experience:**

* A minimum of three years’ experience in human resources is required, preferably in a health care or not-for-profit environment.
* Experience in a health or social services setting is preferred.
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**Skills, Knowledge, and Abilities:**

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* Strong organizational skills and the ability to manage multiple priorities.
* The ability to function productively in stressful environments with a high level of sensitivity.
* Ability to promote safety consciousness in the workplace.
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**Language:** Bilingual (French/English) required.

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| **Minimum Requirements** |

* Must be able to legally work in Canada and provide proof of academic achievement.
* Must be able to provide a Police Record Check.
* Must be able to provide proof of vaccination status in compliance with agency policies.

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| **Work Environment** |

* May be exposed to unpleasant conditions, second-hand smoke, verbal abuse, threat of physical abuse, and communicable diseases.

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| **Physical Demands** |

* Ability to climb stairs.
* Ability to lift 20lbs or less.

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| **Disclaimer** |

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

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