

People Services Specialist Job Description

Position: People Services Specialist

Reports to: COO

Job Function: Reporting to the COO, the People Services Specialist is responsible for the development, coordination and management of all Human Resources functions within URSA, providing proactive assistance and direction to all staff in the area of Human Resource and workforce development.

Organizational Key Competencies

Client Focus

- Builds strong, professional relationships with internal and external stakeholders and delivers client-centric solutions.
- Is cognizant of URSA Mission Statement and consistently applies its principles.
- Provides leadership and oversight of all agency recruitment, ensuring equity and transparency with process and policy.
- Lead the People Services team to ensure that they are providing exceptional support in all areas related to Human Resources.
- Provide directional leadership and work collaboratively with supervisors to address emerging needs of employees, students and volunteers while ensuring alignment with overall organization outcomes.
- Lead and manage the development, maintenance and delivery of performance evaluations for the agency.
- Chair and facilitate agency initiatives specific to retention and organizational culture.
- Support EOC implementation.
- Support the overall strategy and implementation of recognition events and initiatives.
- Establishes processes for on-going supervision and mentoring of the People Services Assistant.

Ensures Accountability

- Acts with a clear sense of ownership and takes personal responsibility for decisions, actions and failures.
- Adheres to and promotes Agency policy, procedures and philosophy and reviews HR policies and procedures on an annual basis.
- Provide timely HR updates and participates in regularly scheduled supervision sessions with direct supervisor.
- Manages personnel files, the HR drive and oversee the annual audit process. Ensure that all paperwork and written correspondence is completed to the highest level of accuracy.
- Oversees the process for all HR related letters for the Agency (transfer, offer, employment contracts, summer students, termination, resignation).
- Responsible for monitoring processes related to probation, orientation and ongoing training for employees.
- Leads the annual review of job descriptions and provide recommendations for any updates.
- Provides monthly People Services metric reports and an annual analysis to support program and department planning.

- Ensures statutory compliance for all terminations and provides advice on severance and outplacement packages when required.
- Supports Agency Workplace Health and Safety initiatives, in collaboration with the Training and Safety Specialist, Health, Safety and Wellness Committee and Agency Directors, to ensure legal and accreditation requirements are met.
- Oversees all WCB Claims, leave of absences, work visas, Workplace Health and Safety issues specific to HR and other HR Legal issues, using external third-party involvement when necessary.
- Leads salary and benefit review processes according to policy and work with Payroll to implement any changes.
- Monitors the effectiveness of the Agency's compensation program relative to market in general and other Calgary based agencies and provides recommendations on areas of improvement.
- Develops and maintains an effective procedure for classification of positions, aligning them with the organizational structure.
- Participates in monthly supervisions and attends department meetings.
- Oversees training initiatives and responsible for updating agency orientations, external training and HR database

Values Differences

- Recognizes the value that different perspectives and cultures bring an organization.
- Contributes to a work climate where differences are valued and supported.
- Leads EDI Committee and provides recommendations to Senior Leadership

Situational Adaptability

- Adapts approach and demeanor in real time to match the shifting demands of different situations.
- Picks up on situational cues and adjusts in the moment.
- Acts as a resource for all programs and services in URSA, providing guidance on issues related to performance engagement and discipline.

Position Key Competencies

Decision Quality

- Makes good and timely decisions that keep the organization moving forward.
- Considers all relevant factors and uses appropriate decision-making criteria and principles.
- Adapts approach and demeanor in real time to match the shifting demands of different situations.
- Provide advice to the Executive and supervisory team on all legal requirements as it relates to the Alberta Employment Standards Code, Human Rights, Workers Compensation, Workplace Health and Safety and the Canadian Code for Volunteer Involvement and incorporates changes in legislation into organization policies, procedures and practices as they arise.

Manages Conflict

- Handles conflict situations effectively with a minimum of noise
- Works out tough agreements and settles disputes equitably
- Advises management on employee related concerns such as, accommodations, conflict resolution, performance management, disciplinary action and employment terminations
- Coaches leaders on how to manage and resolve conflict.

- Participate as needed in Agency investigations, which includes providing feedback and recommendations.

Attracts Top Talent

- Attracts and selects the best talent to meet current and future organizational needs
- Creates a climate where people are motivated to do their best to help the organization achieve its objectives
- Manages and coordinates the Agency's internal recruitment process
- Oversees the Agency's full cycle recruitment including placing ads, screening, tracking, interviewing and hiring for frontline employees
- Responsible for all aspects of the volunteer program (recruitment, sign up, evaluations, appreciation and supports programs to recruit, select and support practicum students.
- Attends Career/Recruitment Fairs in respect to Agency recruitment requirements as needed

Drives Engagement

- Creates a climate where people are motivated to do their best and help the agency achieve its goals.
- Responsible for creating, distributing, and evaluating employee satisfaction surveys and focus groups and providing an analysis of the findings.
- Responsible for creating and implementing agency initiatives that target recognition and retention
- Is an ambassador of URSA and an active participant in special Agency events/projects and fundraising committees.
- Participates in training opportunities which improves professional development and seek out opportunities that will support workforce development.

Instills Trust

- Gains the confidence and trust of others through honesty, integrity, authenticity and strong personal boundaries.
- Follows through on commitments and keeps confidences.
- Establishes and maintains a positive/professional rapport during formal/informal meetings, in-services and appointments.
- Acts as a positive role model for all employees.

Qualifications

- A minimum of a degree in human resources and have current certification.
- 5-8 years of supervisory experience
- A minimum of 5 years in an HR Generalist role.

Note: The People Services Specialist may be required to perform duties stated and not previously stated.