

Labour and Employee Relations Specialist

Fred Victor Centre is a social service charitable organization committed to improving the health, income, and housing stability of individuals experiencing poverty, homelessness, and mental health and substance use struggles in Toronto. Serving more than 3,000 people each day across more than 20 sites throughout the City, and having served numerous individuals over its 125-year history, Fred Victor ensures that the people receiving services from the organization are treated with respect and unconditional positive regard.

The opportunity:

Are you an HR Professional skilled in Labour and Employee Relations who thrives in a fast-paced environment? In this dynamic and engaging role, you will be responsible for evaluating and providing guidance and advice to all levels of the organization on employee and labour relations, investigation and performance management. You will also play an active role in Health and Safety, leading, advising and educating on best practices, and keeping up to date on legislation. As part of an amazing and collaborative team, you are not afraid to roll up your sleeves and support other areas of our HR operations.

What you will do:

Employee and Labour Relations

- Acts as the contact person for management for interpretation and administration of the Collective Agreement and Fred Victor (FV) policies, educating, coaching and providing counseling to FV management in order to develop and maintain positive employee and labour relations across Fred Victor.
- Advises management on FV policies and best practices to resolve labour and employee relations issues.
- Categorizes and keeps records of labour and employee relations issues/decisions for future improvement and collective bargaining.
- Provides labour relations support, including facilitating meetings and guiding managers in preparing correspondence related to grievances and investigation outcomes
- Participates in the Labour-Management Committee as required.

Investigation and Performance Management

- Acts as the contact person for employee complaints and grievances; advises management and develops subsequent steps that may or may not involve investigations to resolve the issues in a timely manner.
- Supports management in the investigation process and provides guidance on all record keeping along the process, including investigation reports and outcome letters.
- Develops and maintains best practices in performance management; advises and supports management for issues that require performance management.
- Proactively develops, maintains and accurately tracks LR/ER metrics, including complaints, grievances, disciplines, performance management, etc.; identifies themes and trends and provides analysis to senior management to support better outcomes and reduce risk.

Health and Safety

- Tracks JHSC activities across FV; e.g., JHSC meetings, workplace inspections, WSIB cases and maintains the health and safety database in HRIS; keeps records of all related activities; e.g., minutes, incident reports, Form 7, etc.
- Reviews the trends in FV workplace injuries and illness and provides recommendations for improving staff wellness.
- Provides health and safety orientation and refreshers to staff; performs audit of health and safety training records as required.

Policies and practices

- Follows changes in applicable government legislation and works with the HR team to ensure FV is compliant in all legislative requirements.
- Participates in the Human Resources Committee; reviews and updates FV policies and practices as directed by the committee.
- Conducts research into human resources and labour relations issues and trends as required and applies the relevant information to update the FV policies and practices.

Other

- Liaises with vendors for office equipment; ensures invoices for office equipment services are received and processed in a timely manner.
- Supervises the HR Administrator – Employee Relations on administrative activities.
- Manages correspondence, information and all confidential matters with discretion.

What you need to succeed:

- University degree in Human Resources Management, Industrial Relations or related education, ideally possessing or working toward CHRL designation.
- Minimum 5 years of progressively responsible experience in the field of employee and labour relations.
- Excellent working knowledge and understanding of all relevant legislations and best practices in employee and labour relations, occupational health and safety, compensation, job evaluation, HRIS, training and performance management; e.g., Employment Standards Act, Human Rights Code, Labour Relations Act, Ontario Health & Safety Act, Accessibility of Ontarians with Disability Act, etc.
- Excellent computer skills with advanced knowledge and experience in MicroSoft programs.
- Excellent interpersonal skills; ability to influence others (without having direct authority over them) to accomplish objectives; demonstrated teamwork and collaboration skills.
- Strong written and verbal communication skills to effectively communicate with staff, managers, professional services and the public.
- Sound judgment and good problem solving skills.
- Highly developed ability to handle highly confidential information with the appropriate discretion, sensitivity and professional manner.
- Proven ability to manage multiple tasks and demands with varying levels of complexity, set priorities and meet timelines.
- Self-motivated with excellent organizational and administrative skills.

- Ability to respect and work with a range of people within a multicultural environment.
- Knowledge and understanding of the issues facing low income and homeless people.
- Commitment and adherence to the values, goals and policies of Fred Victor.

The perks:

- Comprehensive medical and dental coverage with premium 100% paid by employer
- Group retirement benefits
- Employee and family assistance plan
- Opportunities for professional development
- Challenging and meaningful work

Working conditions:

The work involves interacting with a wide range of people and involves regular stress and handling multiple demands effectively. The workstation is located in a shared administration office. The work requires the employee to sit for many consecutive hours at a computer station and may attend meetings at other FV sites. Works regularly scheduled shifts.

For more information about Fred Victor, please visit our website www.fredvictor.org

Application:

Please submit your resume and cover letter by email, quoting “Labour-Employee Relations Specialist” in the subject line, no later than **November 25, 2022** by **5:00 PM** to: recruitment@fredvictor.org

Fred Victor strives to foster a workplace that reflects the diversity of the community that it serves and welcomes applications from all qualified candidates.

Fred Victor is also committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.

All candidates offered a position with Fred Victor from September 30, 2021 onward must be fully vaccinated and provide proof of their vaccination as a condition of employment. Fred Victor will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

The salary for the role of Labour and Employee Relations will be approximately \$69,576 to \$79,930 plus benefits package, depending on skills and experience.

We thank everyone for their expression of interest—and are truly appreciative of the time individuals put into applying—but with the limitations of time only those selected for an interview will be contacted.