



Métis Family Services

#312 – 7485 130

Street

Surrey, BC V3W 1H8

Telephone: (604) 584-6621

Fax: (604) 582-4820

Job Title:	Director of Human Resources – Full Time/Permanent
Department	Executive
Section	Human Resources
Compensation:	Range: \$102,900 - \$136, 700
Reports to:	Executive Director
Date Prepared:	November 6, 2023

Métis Family Services (MFS) is a non-profit society, providing prevention services in early years; and is delegated under the Child, Family, and Community Services Act (CFCSA) to provide child safety and family support services to Métis children and families living in the Service Delivery Area; as well as a guardianship, adoptions, and resources services to Métis children and youth. MFS is committed to working collaboratively with Métis families and the community to increase their capacity to nurture and care for their children in an inclusive manner that honours and celebrates the Métis heritage.

MFS works in an inclusive, professional, culturally immersed, and trusting environment. We strive for honesty, openness, and quality in everything we do; we treat our staff, Métis families and the community with dignity and respect.

Reports to: Executive Director

Major Responsibilities

The Director of Human Resources (DHR) is responsible and accountable for directing and controlling the development, implementation, and evaluation of sound management practices in order to achieve optimum allocation and use of the Agency's human resources (HR). The DHR provides a wide range of HR services for MFS including strategic human resource planning, recruitment and selection, organizational planning and development, job classification, information systems, labour and employee relations, recognition & rewards, joint occupational health and safety, attendance management, performance planning and program review, and training and development. The DHR establishes priorities, allocates and directs staff in support of the Agency's goals and objectives. The DHR provides senior level HR advice to the Executive Director and Leadership team.

The DHR ensures the development and integration of HR policies, procedures and programs with overall agency goals and objectives. The DHR is required to develop varied approaches to HR programs and activities to meet the needs of each program area.

In the area of human resource planning, the DHR is knowledgeable of current and future trends in the labour market and changes in relevant regulations. The DHR collects and analyzes data, develops strategies, and makes recommendations to the executives.

In the long term, the DHR is responsible for the planning, design, and implementation of new Agency training programs to support the delivery of program services. The DHR is also responsible for the development and evaluation of all current training programs and advises management on the optimum use of resources and the best methods to achieve program requirements. The DHR is responsible for the development, implementation, and evaluation of an effective Performance Planning review program.

The DHR has the authority to approve the classification of new and existing positions for all union positions. The incumbent reviews current and proposed organizations and advises on the suitability of the structure and impact.

The incumbent reports directly to the Executive Director and is accountable for all HR matters affecting the agency.

Decisions and Recommendation

The DHR is accountable for ensuring that all HR services conform to HR principles and agency personnel policy by evaluation and interpreting regulations and directives. The DHR advises Executives accordingly and finds resolutions to apparent conflicts between operational requirements and Agency policy.

The DHR, as the recommending authority on all HR matters, is required to advise management on the human resources impact of their decisions both at the planning and operational stages.

The DHR is delegated by the Executive Director to investigate Step 3 grievances and to review on his/her behalf recommendations of rejections and/ or terminations of staff. All Step 3 grievances are approved in the final version by the Executive Director. The DHR may respond to correspondence for the Executive Director by writing on her/her behalf or drafting responses for their signature.

Major Accountabilities

- Responsible for a full range of HR services for MFS including human resource planning, recruitment and selection, organizational planning, job classification, organization and systems, HR information systems, labour and employee relations, occupational health and safety and staff training and development.
- Establish priorities, allocate and direct staff and significant financial resources with specific reference to the goals and objectives of the Agency.
- Represent the Agency's interests in dealing with other agencies, CSSBA, CSSEA, and with the leadership team.
- Formulate strategies and action plans for HR services to achieve objectives established by the Agency's Executive Director and Board of Directors.
- Foster good employee relations and promotes cost effective management of the Agency's human resources and decisions that impact the Agency employees' salary and benefits.
- Maintain employee personnel files: update personal and electronic files, maintain, and review employee as necessary. Runs reports using the information in these files and based on the reports, determines when steps should be taken to address related employment issues such as work performance, absenteeism rates and accommodation.
- Perform all other duties as may be assigned by the Executive Director, carrying out the Mission and Mandate of the Agency.
- Make recommendations for action including recommending training opportunities, letters of expectations and corrective action (including written warnings and other disciplinary action)
- Ensure that personal folders are updated with employee's current salaries and classifications.
- Advise staff on pay and other remuneration issues.
- Responsible for on-boarding and exit of personnel. Set up of new employee within Agency & for external access; safety tour and copy of MFS safety manual for offices; liaises with building security company for alarm codes/instructions/arm/disarm alarm and procedures, access to building, parking, and amenities etc.
- Manage personal and confidential information of employees.

Benefits Management

- Oversee Benefits administration: enrollment and updates of employees to group benefits and the related records.



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- Assist and advise employees with benefit and pension related questions, claims, forms, and issues.

Occupational Health and Safety

- Represent the employer in the Joint Occupational Health and Safety (JOHS) committee. Sets up regular JOHS monthly meetings and ensures minutes of OHS meetings are distributed to committee members, available to employees and the Union (BCGEU).
- Reports any work-related injuries and claims to WorkSafe BC in a timely manner.
- Ensure employee first aid certificates required training is up to date.
- Prepare and maintain emergency preparedness manual and kits. Coordinates fire drill preferably with the building management and informs concerned MFS personnel of their assignments.

Qualifications, Education and Experience

- Bachelor's degree with a current designation as a human resource professional from a Canadian Human Resources governing body and five years' experience; or related designation with 5 - 10 years progressively related experience in Human Resources Management.
- An equivalent combination of education and experience may be considered for this position.
- Demonstrated ability in managing multiple and competing demands coupled with extensive industrial relations background in a unionized setting.
- Experience in staff motivation, performance management and compensation and benefits administration.
- Familiarity with Health and Safety legislation and issues.
- Recent, related experience must include:
 - Developing and maintaining job descriptions in accordance with business needs, preferably in a large organization.
 - Effectively consulting with and guiding senior leadership teams to build organizational structure and positions to further the goals of the organization.
 - Championing continuous improvements within an office to reflect the changing needs of the organization.

Other Requirements

- Must have a Criminal Record Check completed by and satisfactory to Métis Family Services.
- Valid Class 5 Driver's License; Driver's Abstract and a reliable and safe vehicle
- Satisfactory proof of legal authorization to work in Canada.

Core Competencies

Indigenous Relations Behavioural Competencies

- **Cultural Agility** is the ability to work respectfully, knowledgeably, and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview, and to notice their commonalities, and distinctions with Indigenous cultures, and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective. effectively to other people from diverse backgrounds with diverse views.

Behavioural Competencies

- **Leadership** implies a desire to lead others, including diverse teams. Leadership is, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Promoting Empowerment** involves knowledge and skills in using processes such as delegation and information sharing to enhance subordinate ownership and empowerment over their task and performance.
- **Creating and Management Change** involves knowledge and skills to manage in the organization through setting direction and urgency, building a coalition of support, communicating widely, handling resistance to change and facilitating implementation of successful change actions.
- **Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.
- **Developing Others** involves a genuine intent to foster the long-term learning or development of others through coaching, managing performance and mentoring. Its focus is on developmental intent and effect rather than on a formal role of training. For this competency to be considered, the individual's actions should be driven by a genuine desire to develop others, rather than by a need to transfer adequate skills to complete tasks.
- **Seeking and Using Feedback** involves recognizing that improving performance and authenticity can occur through a reciprocal relationship. This requires an acknowledgement that there is an opportunity for mutual learning and development and levels the field in what is brought to supervision. Reciprocal learning can require active listening and modeling personal change in order to foster trust.
- **Service Delivery - Motivating for Peak Performance** involves knowledge and skills in using motivational techniques such as job design, role clarification, reward system and performance appraisal to motivate optimum subordinate performance.
- **Negotiation and Conflict Management** involves knowledge and skills to engage in two-party /multi-party negotiations and to facilitate third-party intervention or mediations into conflict situations.
- **Stakeholder Relations – Communicating Effectively** involves good presentation skills (verbal and written), careful listening, problem framing and use of presentation technologies.
- **Handling crisis** involves effectively managing risks and crises and handling public relations.

Rate of pay: Range: \$102,900 - \$136,700 (dependent upon qualifications, education, experience)

Start date: As soon as possible.

Please clearly state the position you are applying for and forward your **resume & cover letter** to email address: HR@metisfamilyservices.ca

This is an excluded position.

Metis Family Services thanks all applicants for their interest in this career opportunity; however, only those considered for the position will be contacted. No telephone inquiries please.