

*The North Simcoe Muskoka Local Health Integration Network (NSM LHIN) is one of 14 local organizations that have been created in Ontario to plan, coordinate and fund local health services, including hospitals, community care access centres, long-term care homes, community health centres, community support service agencies, and mental health and addictions agencies. The office of the North Simcoe Muskoka LHIN is located in Orillia, Ontario. Each of the province's 14 Local Health Integration Networks (LHINs) is subdivided into smaller regions generally referred to as sub-regions. In North Simcoe Muskoka, the sub-regions are Barrie, South Georgian Bay, North Simcoe, Muskoka and Couchiching.*

*The NSM LHIN is home to close to 453,710 people and encompasses the District of Muskoka, most of the County of Simcoe and a portion of Grey County. Responsible for \$832 million in funding to allocate amongst 61 unique health service provider organizations, North Simcoe Muskoka residents have benefited from numerous LHIN programs and initiatives.*

*The NSM LHIN is looking for professionals with the right skills to work with their multi-disciplinary teams to use best practices and leading edge approaches to meet their populations' health needs today and in the future.*

## Manager, Human Resources and Labour Relations (Permanent Full-time)

### POSITION SUMMARY

This position is responsible for managing the implementation and delivery of human resources and labour relations policies and programs. Areas of responsibility include labour and employee relations and health and safety oversight. This position also executes workforce planning initiatives and the achievement of Key Performance Indicators through the oversight of the scheduling function, and participation in talent acquisition execution.

### KEY RESPONSIBILITIES

#### Delivers and Evaluates Human Resources Services

- Delivery of Human Resources (HR) programs and customer service delivery including: labour and employee relations, recruitment, performance management and health and safety.
- Champions human resources best practices and develops and implements supporting policies, practices, and systems which comply with relevant legislation.
- Development of standards and processes to evaluate human resources service delivery and customer satisfaction; monitors trends and predicts potential impact.
- Identifies issues and leads the compilation of stakeholder engagement to inform the collective bargaining strategy.
- Manage labour relations, involving maintenance and proactive administration of the collective agreements.

- Participates in collective bargaining and takes a lead role in labour disruption planning.
- Informed by organizational workforce planning strategies, collaborates with portfolios and ensures ongoing staffing targets are met by providing oversight of scheduling functions.
- Coordination of Human Resources Information Systems (HRIS), ensuring system maximization and data integrity.
- Participates on or leads specific human resources projects in alignment with the operational plan.
- Participates in the recruitment and selection of talent for the NSM LHIN.
- Takes a lead role in investigations.
- Coordinates ongoing improvement and advice for the attendance management program.
- Provides guidance and recommendations for committees regarding matters such as employee/labour relations, and health and safety.
- Advises and assists HR staff on a variety of human resources issues including the interpretation and application of collective agreements, policies; return to work planning and implementation and attendance management and leading practices.
- Provides leadership and advice to management regarding employee and labour relations matters.

#### Human Resources Management

- Manages a team of staff.
- Develops, implements, monitors and evaluates functional, service and team operational plans, goals and objectives.
- Engages staff in discussions of change initiatives and supports team through change.
- Develops human resource plans that indicate staffing requirements for teams.
- Participates in recruitment, selection and hiring of staff as required.
- Ensures fair and equitable application of human resources policies.
- Conducts performance appraisals for direct reports.
- Manages staff issues and complaints (consults with Director, People and Organizational Excellence).
- Identifies and promotes factors conducive to a positive working environment for all employees including reward and recognition.
- Promotes an environment supporting continuous development and improvement.

#### Relationship Management

- Establishes and maintains collaborative relations at all levels in the organization in order to build trust and confidence in the People and Organizational Excellence portfolio.
- Leverages relationships with all levels to influence and drive organization capacity and excellence.
- Partners with other LHINs on joint initiatives to support organization effectiveness across the system.
- Develops and maintains relationships within the LHIN, other LHINs and partner organizations to identify opportunities for system improvements, integration, etc.
- Liaises with external human resources colleagues and organizations in order to remain current and ensure NSM LHIN practices continue to reflect best practices.
- Provides information to management by identifying issues affecting the teams.
- Leads and/or participates on internal LHIN projects and committees.
- Works with union representatives to negotiate solutions to employee-related issues and grievances.

#### Risk Management

- Champions the desired organizational risk management tone and culture.
- Integrates sound risk management practices into the business processes and day-to-day decisions responsible for.
- Reports risks with causes, impacts or mitigations beyond scope of responsibility to senior management.
- Measures and evaluates outcomes and corrects direction as appropriate.
- Follows safe practices related to the security and privacy of information.

#### System Transformation

- Works collaboratively with the system partners to implement strategies that support the advancement of *Patient's First* initiatives.
- Supports individuals, groups and organizations to enable them to play a role in health system transformation.
- Represents the NSM LHIN direction and mandate in a professional manner.

#### Patient Safety

- Supports patient safety culture by ensuring work completed recognizes the safety of the patient(s).

#### Health and Safety

- Accountable for taking every reasonable precaution to protect the health and safety of employees under their supervision.
- Responsible to ensure that equipment is safe, properly instructs employees on safe operation and use and ensure employees follow established safe work practices and procedures.

#### Fiscal Responsibility

- Manages budget allocation for assigned area of responsibility.
- Meets with staff to identify program needs and develop input to fiscal and operational planning.
- Other duties as assigned.

### POSITION REQUIREMENTS

#### Competencies

- Models competencies of cooperation, collaboration, communication, leadership and accountability.
- Effective communication skills including listening, presenting, and articulating conveyance of messages in an honest, open, transparent and straight-forward style.
- Demonstrated leadership skills including inspiring and motivating staff to achieve outcomes; effective team building techniques; demonstrating commitment to mission and values and functioning effectively with tact and diplomacy while handling stressful issues.
- Results-oriented leadership style that encourages empowerment and collaboration while demonstrating strong decision-making ability; can facilitate change through knowledge; negotiation and strategic business acumen that encourages positive outcomes; is a visible leader and has a patient-service orientation.

- Strategic thinker who is able to develop short-term and longer-term plans that reflect current trends while identifying priorities for relevancy and leadership in the future; able to operationalize strategies to execute key priorities.
- Strong change management skills with ability to focus priorities and drive for positive change; encourages and holds themselves and others accountable.
- Ability to convey a positive image of self and organization to staff, the community and public; understands key external relationships important to the success of the organization.
- Demonstrates an ability to build lasting relationships through strength of positioning and flexibility.
- Demonstrates passion for advancing healthcare within the context of a system-wide strategy and the broader challenges of changing healthcare policies.

#### Education

- Possesses a degree at the baccalaureate level (human resources, business administration, labour relations).
- Certified Human Resources Leader (CHRL) an asset.

#### Experience / Knowledge

- Minimum of five (5) years' of related experience in a unionized environment.
- Minimum of two (2) years' experience in a leadership role.
- In depth knowledge of related labour and employment legislation such as *Employment Standards Act*, *Labour Relations Act*, *Occupational Health and Safety Act*, *Workplace Safety and Insurance Act*, *Ontario Human Rights Code* and *Public Sector Act*.
- Proficiency in French is an asset.

#### Other Requirements

- Ability to travel within the region on a regular basis.
- Valid driver's license, insurance and access to a motor vehicle are required.

To be successful, you will be able to work with initiative and judgment, be adaptable to changing priorities and have good problem-solving skills. You will have the confidence to work independently and be a contributor to team performance. Your communication and interpersonal skills will be an asset when managing day-to-day issues in a fast-paced environment.

**HOW TO APPLY:** Please email resume and cover letter to [nsmcareer@lhins.on.ca](mailto:nsmcareer@lhins.on.ca) by 5pm on Monday, May 15, 2017.

*The LHIN is an equal opportunity employer and all applicants are welcome. We thank all candidates for their interest, however, only those selected for an interview will be contacted. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.*

*Available in French upon request.*