Formerly Abbotsford Community Services

JOB POSTING
February 18, 2022

JOB POSTING 2022-94-01

INTERNAL/EXTERNAL
People and Culture
People Relations Advisor
Wage: $27-$28 per hour
Part Time: 28 hrs/wk.
Permanent

Archway Community Services has been helping people since 1969. We provide more than 90 programs and services to clients at every stage of life. Our vision for the future is justice, opportunities and equitable access for all. We strive toward that goal by fostering community well-being and social justice through positive action and leadership. Come help us help people.

We offer a competitive benefit package that includes extended health and dental as well as a pension plan. Archway was recently recognized as a top 5 finalist in the 2021 Charity Village Best Non-profit Employer – Workplace Mental Health (20+ staff).

JOB SUMMARY

The People Relations Advisor works as part of the People & Culture team to develop, build, and implement HR programs and initiatives, and provide advice and services in 2 key areas, people relations and labour relations. This position supports Directors, Managers, and Supervisors in navigating performance issues, the appraisal process, workplace investigations, and union-related issues (grievances, interpreting and applying the Collective Agreement, etc.) according to legal requirements, agency policy, and best practices. This position requires a high degree of tact, judgment, and decision-making.

RESPONSIBILITIES

People Relations
• Provides professional People Relations expertise on employee-related matters. Supports leadership in minimizing risk on legal and compliance issues, ensuring adherence and interpretation of all relevant legislation, and policies and procedures.
• Assists with the interpretation of policies and procedures and provides recommendation(s) for change, when required.
• Provides consistent interpretation, analysis, and advice supporting effective resolution of people management issues that may require corrective action or progressive discipline, as required.
• Facilitates the workplace complaints process in a timely and impartial way, including investigating workplace harassment complaints and facilitating conflict resolutions processes when needed.
• Advises supervisors on appropriate policies, procedures and practices involved in developing employee performance plans and conducting performance appraisals.
• Supports and advises supervisors in developing individual employee performance appraisal plans, completing employee appraisals, and following up with appraisal plan as appropriate.
• Develops clear and effective performance management tools based on agency policy, processes, culture, and best practices.
• In collaboration with the Disability Specialist, provides advice to managers and employees on reasonable accommodation policies, procedures, and guidelines.
Labour Relations

- Provides professional Labour Relations expertise on all people-related matters. Supports leadership in minimizing risk on legal and compliance issues, ensuring adherence and interpretation of all relevant legislation, policies and procedures and collective agreements.
- Provides advice, support and facilitation on labour and employee relations matters, including discipline and discharge cases, workplace accommodation matters, attendance management cases, and other conflict situations.
- Responds to labour and employee relations issues in the workplace, working effectively with employees and management to address and resolve issues.
- Provides guidance to leadership in applying the collective agreement, grievance, and arbitration procedures.
- Develops and implements strategies to maintain ongoing communication and positive relationships with union representatives.
- Provides guidance and expertise when preparing for and representing the organization in grievances. Researches and prepares grievance responses and/or minutes of settlement.
- Manages all aspects of the grievance process including grievance resolution, mediation, arbitration and or conciliation.
- Supports the development and implementation of policies, procedures, and programs related to labour relations and ensures compliance with all applicable legislation and regulations.
- Develops and delivers labour relations education/training in LR processes (e.g. grievance processes, bargaining settlement implementation).
- Chairs labour/management meetings; approves meeting minutes; follows up on action items.
- Oversees labour relations data, documents, and information systems.
- Performs other duties as required

Requirements and Qualifications

Education and Certification:
- Satisfactory Criminal Records Check.
- Bachelor’s Degree with a focus on Human Resources, Labour Relations, Psychology, Communication or related field, or 10 years’ experience in the HR field.
- CPHR Candidate or Designation.

Experience:
- At least 3 years of progressive Labour Relations experience.
- At least 3 years’ experience in Human Resources and Employee Relations (both unionized and non-unionized environments is preferred).
- At least 2 years’ experience conducting workplace investigations.
- Experience interpreting and applying Collective Agreements.
- Experience building and implementing HR processes and tools.
- Experience developing performance management systems and tools is an asset.

Knowledge and Skill Set
- Strong written, verbal, and active listening skills, able to communicate effectively and respectfully with a variety of people.
- Well-developed knowledge of the BC Employment Standards Act, the BC Labour Relations Act, the Workers Compensation Act, the BC Human Rights Code, and principles of Employment and Labour Law.
- Strong relationship building skills, able to build effective and respectful working relationships with co-workers, managers, supervisors, staff and union representatives.
- Strong ability to work collaboratively with people who have a variety of perspectives.
- Strong conflict management skills, able to communicate effectively in adversarial situations and de-escalate conflict.
- Strong research and analysis skills.
• Well-developed knowledge of performance management principles and techniques.
• Strong planning, organizing, and time management skills, able to manage completing priorities.
• Strong problem solving and critical thinking skills.
• Well-developed computer skills, able to use Office 365 and Microsoft Office Suite.

WORKING CONDITIONS

• This position may require meeting with individuals in-person, adherence to COVID-19 safety protocols is imperative.
• Interruptions are common, a well-developed ability to switch task in a busy environment is important.

Closing date is March 4, 2022

TO APPLY

Interested applicants are to reference Posting 2022-94-01 in the subject line.

Please submit your cover letter and resume to:

Email: jobpostings@archway.ca
Subject: Job Posting 2022-94-01

No phone calls please. Only short-listed applicants will be contacted.

Must be legally entitled to work in Canada.

Your resume may also be forwarded to other Programs for their consideration for their job vacancies. If you do not wish for your application to be shared with other Programs, please send an e-mail to jobpostings@archway.ca with DO NOT FORWARD TO OTHER PROGRAMS, in the subject line of the e-mail and the job reference number to which you applied, in the body of the e-mail.

Archway's goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

We invest in the mental health and wellbeing of our employees.