

---

**Position Title:** Human Resources Manager

**Department:** Administration

**Reports to:** Director of Operations & HR

---

## SUMMARY

Impact North Shore is a top employer on the North Shore and the HR Manager plays a central role in ensuring that the organization continues to be:

- A preferred employer that attracts people with shared values of diversity, respect, and excellence and who want to work for a for-purpose, social impact organization.
- An engaging workplace where people can bring their full, authentic selves to work and know that their work is having a positive impact on the wider community.
- A community leader in advancing equity, diversity, and inclusion.
- A people-centered organization where all staff, volunteers, and clients are valued and included.
- A sector leader in offering a model of work that promotes work-life balance, collaboration, and innovation.

The HR Manager role models the organizational values of diversity, respect, and excellence in their day-to-day work and interactions with all staff. This position is responsible for leading the development and implementation of a wide range of HR functions including staff recruitment, selection and onboarding, compensation and benefits, training, staff engagement, HRIS systems, as well as performance management. They ensure organizational compliance with applicable laws and standards, as well as adherence to best practices in HR. They act as a trusted and knowledgeable advisor who provides guidance to managers, supervisors, and staff on employment standards, HR policies and procedures, as well as other HR-related matters.

## Key Responsibilities

- Oversee day-to-day HR operations, which includes supervising the HR Team.
- Develop, implement, and oversee organizational HR policies, procedures, and systems that encompass the HR lifecycle. This includes creating equitable and anti-oppressive HR practices and providing coaching and training to supervisors as appropriate in the implementation of these practices.
- Ensure legal compliance by monitoring and implementing applicable laws, standards, and requirements including, but not limited to, the BC Employment Standards Act, BC Human Rights Code, BC Personal Information Protection Act, and WorkSafeBC.
- Orient, train, and support managers/supervisors in the interpretation and application of HR policies, procedures, and standards. This includes providing individualized guidance to managers/supervisors on a case-by-case basis as required, as well as providing feedback, coaching and mentoring to managers/supervisors in their performance management of direct reports as necessary.

- Assess for potential risks pertaining to HR and develop and implement appropriate risk mitigation strategies and plans.
- Develop, implement, and evaluate HR strategies, plans, and solutions that align with the organization's mission, vision, values and strategic priorities, and center equity, diversity and inclusion. This includes monitoring operational and service requirements and workforce trends (e.g. staffing levels, opportunities, issues, etc.), as well as developing plans to improve staff recruitment, retention, and succession planning to meet short-term needs and achieve long-term goals.
- Collect, analyze, and present key performance indicators and other HR-related metrics and data to identify strengths, trends, and risks in the organization. This includes socio-demographic metrics, recruitment metrics (time-to-fill, time to-hire, source of hire, etc.) turnover-metrics, as well as conducting staff exit interviews and staff engagement / satisfaction surveys.
- Enhance staff engagement and development by implementing strategies, plans, and initiatives that build and support a culture of inclusion and belonging in a hybrid work environment, as well as staff training and development plans and schedules.
- Oversee, maintain, and evaluate the total staff compensation and benefits package to ensure attraction and retention of staff.
- Collaborate with managers/supervisors to manage staff leaves of absence, return-to-work plans, and workplace accommodation plans as needed.
- Ensure all HR records are created and maintained in accordance with applicable laws and standards.
- Conduct reviews and/or investigations into HR-related matters in accordance with organizational policies and procedures.
- Oversee day-to-day health and safety issues, which includes preparing relevant reports and participating on the Joint Health & Safety Committee.
- Engage managers/supervisors and all staff in improving the way HR functions are conducted across the organization.

## Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace.

- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of Impact North Shore. Engages people, organizations, and partners in developing goals, executing plans, and in delivering results.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards.
- **Strategic Thinking.** Has a vision for the future, builds plans, and makes decisions to get there. Aligns program policy and delivery with the strategic directions of Impact North Shore. Champions organizational change.
- **Building the Team.** Recognizes that the leader alone cannot get the job done; coaches staff and volunteers to meet the mission of Impact North Shore. Builds successful relationships with clients, staff, volunteers, and partners.
- **Results Focused.** Action-oriented. Maximizes organizational effectiveness and sustainability. Aligns people, work, and systems to meet organizational objectives.

## Qualifications

### Education & Experience

- Post-secondary degree or diploma in Human Resource, Business Administration or related field
- CPHR designation (or actively working towards a CPHR designation) is a strong asset
- 3+ years of progressive HR experience, preferably in a non-profit setting

### Knowledge, Skills & Abilities

- Demonstrated knowledge of HR policies and practices, employment law and standards in British Columbia.
- Demonstrated knowledge of promising and best practices that support the entire HR lifecycle.
- Demonstrated knowledge of equity, diversity, and inclusion as related as to the workplace and HR practices.
- Strong familiarity with using HR software, preferably HUML.
- Proficient with Microsoft 365 applications, including Word, Excel, PowerPoint, Outlook and Teams, as well as Zoom.

- Ability to think critically and develop innovative solutions for current and future HR opportunities and challenges.
- Strong sense of diplomacy, confidentiality, and discretion.
- Excellent engagement, communication, conflict resolution, and relationship-building skills.
- Ability to adapt to different team, work, and communication styles.
- Ability to work independently and under time pressure to meet deadlines and balance multiple priorities.
- Flexibility and ability to thrive in an environment with emerging needs, changing conditions, and competing deadlines.

## **Additional Information**

Hours: 35 hours per week (work outside of regular hours will be required on as needed basis)

Salary Range: Commensurate with experience

Posted until filled. Resumes reviewed upon submission

Email cover letter and resume to: [hr@impactnorthshore.ca](mailto:hr@impactnorthshore.ca)

Subject Reference: HR Manager

***Impact North Shore is an equal opportunity employer. Thank you for your interest, only short-listed applicants will be contacted.***