MULTICULTURAL & IMMIGRANT SERVICES ASSOCIATION OF NORTH VANCOUVER ISLAND (MISA)

The Immigrant Welcome Centre is currently accepting applications for a Human Resources Generalist.

Who we are…
The Immigrant Welcome Centre specializes in immigration and support services to newcomers who are settling in Campbell River, Comox Valley, and the North Island. Also known as the Multicultural and Immigrant Services Association of North Vancouver Island (MISA), we are a registered non-profit organization established in Campbell River in 1992.

As an award winning organization, The Immigrant Welcome Centre is a respected leader in immigrant services and an active proponent for the sector. By fostering strategic partnerships and working to create welcoming, inclusive communities that attract and retain newcomers, we are an effective business partner in the communities we serve.

Who you are…
As a professional you pride yourself on the following attributes:

- You have the ability to set and achieve strategic objectives.
- You are a strategic thinker and have the ability to identify and develop new approaches to challenges in your work.
- You have the ability to engage, motivate, lead, develop, and empower others to achieve goals.
- You have an energetic and positive approach to your work.
- You have an innovative mindset and learning orientation, continually looking for opportunities to improve and enhance.
- You have strong computer and documentation skills.
- You are self-directed and have excellent organizational and critical thinking skills.
- You genuinely enjoy building and maintaining collaborative relationships at all levels.
- You are excited about working collaboratively to achieve results with focus and flexibility.

The position…

JOB TITLE: HR Generalist

REPORTS TO: Executive Director

WORK HOURS: Full-time, 35 hours/week

COMPENSATION:
Based on MISA Wage Grid, Level 4, $28.61-$34.64 (plus Employer paid Comprehensive Health Benefits Plan and an employer paid RRSP contribution, no matching required. This is provided upon successful completion of 6-month probation.)

POSITION SUMMARY:

The HR Generalist is responsible for providing support, guidance, and direction to managers, coordinators and staff on all components of MISA's human resource functions. This includes recruitment, onboarding, performance management, professional development, and offboarding. The HR Generalist is also responsible for the coordination of MISA's Volunteer Program, contractors, and social programs that support MISA's settlement and integration services.

CORE COMPETENCIES

- Strategic Thinking
- Analytical Thinking
- Developing Others
- Managing Performance
- Establishing Focus

KEY DUTIES AND RESPONSIBILITIES:
Coordination of Human Resource Functions

- Coordinates the recruitment and onboarding process, including development of job descriptions, posting of vacancies, preparation of interview questions, coordinating and conducting interviews, conducting reference checks, creating offer letters and employee orientation.
- Assists the Executive Director in developing and implementing new systems and tools that increase effectiveness and efficiency.
- Assists in the offboarding process (includes layoffs, resignations, terminations) and makes recommendations regarding the employment status of employees.

- Assists the Executive Director in the development, revision and implementation of human resource policies and procedures.
- Researches and evaluates new legislation and makes recommendations to ensure compliance with relevant legislation.
- Provides human resources advice and assistance to managers and coordinators in the areas of policy and procedure interpretations, staffing, workplace training, professional development, succession planning and other related matters.
- Assists in the development of a training model.
- Provides advice, guidance and assistance to managers and coordinators on addressing attendance and performance issues, including the performance review process, probationary periods, progressive discipline, document preparation and the resolution of employee issues.
- Assists the Executive Director to investigate, mediate and resolve employee complaints and grievances.
- Supports the administration of benefits, and provides guidance and assistance to staff and management on benefits.
- Drafts a variety of correspondence, memos, statistical summaries, reports, announcements, and other materials related to human resources.
- Maintains employee files and ensures that documentation is up to date.

Coordination of Volunteer Program

- Coordinates MISA's Volunteer Program.
- Assists with developing volunteer position descriptions in collaboration with managers, coordinators and contract program coordinators.
- Assists with recruitment and onboarding of volunteers.
- Develops and implements the screening and onboarding process.
- Maintains volunteer files and ensures records are kept current.
- Monitors and supports volunteer program functions.
- Provides guidance and support to staff and contractors supervising volunteers.
- Prepares reports on activities and outcomes.
- Collaborates with local volunteer organizations to recruit volunteers.

Coordination of Contractors

- Coordinates the recruitment process of contractors.
- Assists with the written contract process in collaboration with the Finance department.
- Provides ongoing support for contractors.
- Reviews and approves contractor invoicing.
- Maintains contractor files and ensure records are kept current.

- Researches and maintains best practices in human resources and volunteer management.

Coordination of Social Programs

- Collaborates with managers and coordinators to identify social programming needs.
- Assists with the recruitment of program volunteers in collaboration with the program coordinators.
- Works collaboratively with program coordinators to ensure funding contract deliverables are met by the programs.
- Ensures that information is gathered for reporting and funding purposes, including attendance lists, registrations, evaluations, participant and volunteer numbers, and that program files are maintained.

QUALIFICATIONS:

Education, Experience and Certification:

- Diploma or certificate in human resources management from a recognized post-secondary institution, or a related field, such as business administration, or management.
- A minimum of five years' experience in a human resources role.
- Valid BC driver's license and reliable transportation.
- Satisfactory vulnerable sector criminal record check.

KNOWLEDGE, SKILLS & ABILITIES:

- Considerable knowledge and understanding of the principles, programs and practices pertaining to human resources management and labour relations.
- Considerable knowledge and understanding of employment standards, human rights, WCB and labor relations legislation in British Columbia.
- Ability to administer benefits in accordance with legislation and funding agreements.
- Strong interpersonal, communication, consultative, research, motivational, conflict resolution, analytical, problem solving and decision-making skills.
- Ability to provide leadership and development of people.
- Ability to exercise discretion, tact, diplomacy and good judgment with employees regarding sensitive situations.
- Sound knowledge and understanding of project management, project planning and systems design.
- Strong organizational skills and ability to prioritize multiple tasks that require attention.
- Proficient in Microsoft Office programs.

Preferred Qualifications

- Bachelor's Degree in human resources management or related field such as business administration, or business management from a recognized post-secondary institution.
- Experience in project management in the not for profit sector.

How to apply…

Applications must include a resume and cover letter detailing how you meet the requirements of this position and why you want to join the immigrant Welcome Centre team. Incomplete applications will not be accepted.

Please submit applications to: Deborah.Hall@immigrantwelcome.ca by Wednesday, August 16, 2023, at 5:00 p.m.

Note: Thank you for your interest in joining our team. Please note we do not accept any phone calls and only those candidates that are chosen to move on in the hiring process will be contacted. Good Luck!

This position description is meant to be thorough, but it is not exhaustive. Therefore, other duties and responsibilities will be assigned from time to time. Additionally, it will be required, at times, to work outside normal working hours and / or outside the organization's facilities depending on the schedule of workshops, activities and events.

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