

Job Posting – Human Resources Manager – Comox Valley and Campbell River

AVI Health & Community Services (AVI) is a multi-disciplinary community-based organization providing HIV, hepatitis C, harm reduction and mental health services on Vancouver Island. AVI works within a social justice and health promotion framework to ensure equity and access to services for all. In the North Island, AVI provide services in the Comox Valley on the lands of the K'ómoks First Nation and in Campbell River on the lands of the Wei Wai Kum First Nation. Current programs include harm reduction education and distribution, positive wellness, health promotion and prescribed safe supply (PSS) with a mental health crisis team to be launched later this year.

JOB POSITION DETAILS:

This Human Resources Manager is a leadership role, working within a unionized (BCGEU and BCNU) workplace environment. This role will ensure that the teams in Campbell River and Comox Valley have the human resources, tools, support, and guidance they need to grow and meet the evolving needs of the organization.

Reporting to the Human Resources Director, the Human Resources Manager is responsible for the management and administration of Human Resources services in the Courtenay and Campbell River offices. The responsibilities of this positions include: Human Resources strategy and workforce planning, full-cycle recruitment, onboarding and orientation, employee relations, coaching of staff and leaders, training and development and occupational health and safety and wellness. The Human Resources Manager will work as part of AVI's Human Resources Department ensuring alignment of human resources policies, procedures and processes with AVI's vision, mission, and values.

The Human Resources Manager supports staff who hold multiple, intersecting identities including (but not limited to) people who use/d drugs, people who navigate their own mental wellness daily, people with lived/living experience of HIV and hepatitis C, and LGBTQ2S+ people - from a sex positive, person centered and harm reduction-based approach.

As part of the management team of AVI, this role requires leadership competencies, respectful communication skills and the ability to successfully collaborate as part of a team. The candidate will work from a relational perspective to uphold AVI's harm reduction, social justice, trauma-informed care and cultural humility values. This position is critical to ensure a supportive and empathetic working environment for all staff.



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KEY DUTIES AND RESPONSIBILITIES

General Human Resources:

- Manages a range of human resource programs and initiatives, ensuring alignment to AVI's vision, mission and values.
- Maintains and interprets employment policies, procedures and processes to leadership and staff
- Adheres to and provides knowledge of BCGEU and BCNU Collective Agreements as well as applicable local municipal, provincial and federal employment and human right laws
- Responds to internal and external HR related inquiries or requests and provide assistance
- Ensures legal compliance with all applicable local municipal, provincial and federal employment laws
- Delivers key human resources programs and projects such as diversity, equity and inclusion, decolonization, policies and procedures and occupational health and safety
- Maintains all human resources policies and procedures, ensuring compliance with relevant standards, legislation and collective agreement provisions.

Recruitment, Selection and Hiring

- Manages full cycle recruiting process including job posting, screening, interviewing and hiring, ensuring processes are aligned in the North Island with the other parts of AVI
- Identifies recruitment strategies and provides support in relation to the recruitment and selection process, including creating or revising job descriptions, job posting for the North Island
- Aligns all job posting and hiring processes with the relevant BCGEU and/or BCNU Collective Agreement(s) and provides advice to hiring manager(s) through the hiring process
- Manages job postings, including posting in several places, finding new recruitment opportunities and keeping track of expiry dates.
- Screens applications before sending to the hiring manager(s).
- Assists the hiring manager as needed with scheduling and participating (as needed) in interviews and completing reference checks
- Administers the new hire process, including requesting employment contracts, preparing on-boarding packages, assisting new hires with the completion of their employment package and ensuring all documents are completed and returned to payroll in time for their first pay in new role.



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Employee and Labour Relations

- Provides guidance, coaching and support to supervisors and staff
- Provides support and insight about AVI's policies and procedures, the Collective Agreements, AVI's culture.
- Leads human resource processes around workplace challenges, investigations, terminations, grievances, and other sensitive employee issues
- Serves as a resource to employees in all aspects of the employment relationship
- Advises supervisors and employees on the interpretation of AVI policies, procedures and processes, laws and regulations and Collective Agreement
- Supports all programs to meet the requirements of the BCNU and BCGEU Collective Agreements and with Health Employers Associated of BC (HEABC)
- Maintains relationships with union representatives (i.e. shop stewards and staff representatives)
- Supports supervisors and staff with regards to leaves (ex: medical, education, general unpaid leave of absence, compassionate care leave, etc.), around leave options, leave specifics, payroll and benefit implications, etc. Ensures that payroll is updated as needed on new information around leaves, needs for ROEs, etc.
- Support staff through WorkSafe and Long-Term Disability (LTD) claims, submit WorkSafe and LTD claim forms and work with staff on the details of their benefits and updates payroll and the finance team as needed on these items.
- Leads investigations, conflict resolution and grievance processes
- Supports supervisors through the disciplinary process, including drafting letters of expectation, warnings and termination
- Facilitates union meetings related to grievances, discipline and other union topics
- Advises supervisors and employees through complex employee / labour relations issues and procedural inquiries
- Provides research, support, advice and reports on Human Resources matters to the Human Resources Director, supervisors and employees, as requested

Onboarding, Training and Development

- Ensures effective and culturally aligned onboarding and orientation of new team members
- Facilitates the AVI Orientation Training
- Ensures new hires complete the AVI Core Training Program within their first year at AVI
- Supportively communicates with applicants and staff as needed about recruitment and onboarding, other human resource communications



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- Explains human resources policies, procedures, laws, and standards to new and existing employees as needed
- Coordinates and leads employee surveys, training and development initiatives
- Provides supervisors training in the Collective Agreements, AVI Hiring Practices and other Human Resources topics as part of the overall Human Resources team

Record Maintenance

- Maintains current Human Resources files and databases
- Completes termination paperwork
- Runs reports about key HR information
- Maintains confidentiality of all human resource information
- Ensures human resource documentation is filed digitally in the AVI filing system
- Performs other related duties as assigned

Part of the Human Resources Team of AVI

- Attends Human Resources meetings with the rest of the team.
- Aligns practices across AVI and provides insights gained from staff team to the rest of the human resources team.
- Gives support to the rest of the Human Resources team as requested
- Is back up Human Resources Manager for some or all of the rest of AVI, as needed for vacation, sick, etc. coverage

QUALIFICATIONS

- Post-secondary degree or diploma in human resources or a related discipline or an equivalent combination of training and experience
- Minimum 5 years progressively more senior Human Resources experience
- Minimum 3-year experience in a union environment or demonstrated understanding of union issues
- Chartered Professionals in Human Resources (CPHR) designation, an asset
- Experience providing support and guidance in the areas of policy and procedure, collective agreements, employee relations and labour relations.
- Demonstrated experience in developing and delivering a variety of orientation programs
- Knowledge of Federal and Provincial labour laws, regulations, and standards.
- Work experience in a not-for-profit would be an asset but not necessary.



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- Able to respectfully engage and support Indigenous relationships, with a trauma informed and decolonial lens
- Demonstrated commitment to social justice principles and practices, including harm reduction, anti-racism, decolonization, combating stigma related to drug use, HIV, hepatitis C, and challenging gendered oppression, ableism, homophobia, and transphobia
- Relevant or applicable training/experience in anti-racism and an analysis of colonialism and the ways in which historical and ongoing colonization impacts Indigenous People
- Employment subject to criminal record check for working with vulnerable populations
- To comply with current BC Public Health Orders, must be fully vaccinated for COVID-19 or have an approved medical exemption. Proof of vaccination status will be required for successful applicants for positions covered by the order.
- Must be able to work in both the Comox Valley and Campbell River offices

SKILLS AND ABILITIES

- Has a positive, empathetic and relational approach, flexible, and enjoys working in a dynamic and informal workplace.
- Excellent interpersonal skills including the ability to coach and mentor staff, facilitate conflict resolution, foster empathic communication and demonstrate clear boundaries
- Ability to establish and maintain positive working relationships, both within the agency and in the community
- Demonstrated ability to interpret and make decisions in accordance with human resource policies and procedures, collective agreements and labour legislation.
- Ability to effectively collect, interpret and summarize data and legal requirements.
- Be able to effectively read and interpret information, present numerical data in a resourceful manner, and skillfully gather and analyze information
- Demonstrated experience providing confidential and professional support to supervisors
- Be able to prioritize and plan work activities as to use time efficiently and meet tight deadlines under pressure.
- Demonstrated ability to be flexible and versatile in a changing work environment while maintaining effectiveness and efficiency
- Ability to communicate effectively across different mediums, including using standard computer programs (e.g. Zoom, Word, Excel, Outlook, Teams).
- Ability to analyze and resolve problems.
- Ability to apply sound judgement: stay grounded and use creativity, flexibility, and assertiveness when working through complex and sometimes urgent situations.



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JOB SPECIFICS:

- **Salary Range:** \$41.79 - 45.00/hour, dependent upon skills and experience.
- **Schedule:** 30 hours/week, with the possibility of going to 37.5 hours in the future.
 - Dedicated 3 days in office every week is required and 1 day working from home.
- **Location:** This position will be based in Courtenay with travel to Campbell River as necessary.
- **Start and end date:** April 15, 2024. This position is ongoing, subject to funding
- **Benefits:** This position will be eligible for extended health, life and AD&D on the 1st of the next month that starts after this position begins. AVI pays for the entire cost of the plan on behalf of its staff.
- **Pension:** This position is immediately eligible to join the Municipal Pension Plan. At this time, AVI contributes an additional 9.31% towards your pension account.
- **Other Perks:** This position gets 8% vacation (equivalent to 4 weeks, prorated for part time), receives Stat In Lieu payments of 5% on each paycheque and has a Sick Bank of 6.9%. Sick and Vacation Banks are both accessible after your first 3 months at AVI.
- **Proof of Vaccination Required:** AVI is under BC's Health Services Order and continues to require proof of vaccination.
- *Hours of Work, Days Off and Work Area may be subject to change.*

TO APPLY:

To apply, please send your cover letter and resume to jobs@avi.org by **5 pm on March 19, 2024**.

AVI is committed to equity and diversity and we strongly encourage applications from, but not limited to, folks who identify as Indigenous Persons, persons of colour, racialized, persons living with a disability, persons who use/d drugs, persons with experience of sex work, persons who live with HIV and/or hepatitis C, and persons representing diverse genders and sexualities.

Accommodations are available on request for candidates taking part in all aspects of the selection process.

We would like to thank all those that apply but only those selected for an interview will be contacted.

