



Job Title: Human Resources Manager  
Facility: Canadian Mental Health Association  
Reports To: Director of Finance and Administration  
Bargaining Unit: Exempt  
Wage: \$66,300 - \$78,000  
Classification: Regular Full Time (37.5 hours per week)

### **ORGANIZATION OVERVIEW**

The Canadian Mental Health Association (CMHA) Vernon & District Branch is a non-profit organization focused on the promotion of mental wellness in the community of Vernon, and surrounding areas in the North Okanagan. We believe in empowering individuals, groups, and communities in self determination to enhance their mental health. CMHA facilitates access to the resources people require to improve mental health and community integration, build resilience and support recovery from mental illness through building capacity, influencing public policy, providing services and supports and developing resources. CMHA Vernon is a part of a provincial and national federation and partners in collaboration with many initiatives. CMHA Vernon works towards an equitable, diverse, and inclusive community and workplace. We are committed to providing an environment that is free from prejudice, discrimination, and harassment. We strive to reflect the entire community in our volunteers and staff and promote equal access to the services we provide.

### **JOB SUMMARY**

The Human Resources (HR) Manager provides leadership in recruitment, retention, and development of the many people required to carry out our work. They have overall responsibility for the HR function as it relates to all CMHA team members, including multiple unions and excluded staff. The HR manager is responsible for leading the coaching and development process with managers, including annual goal setting, coaching, and review. The HR manager is also responsible for supporting performance improvement alongside managers. The HR manager provides leadership in compensation and benefits and oversees the HR Coordinator who is responsible for the day to day administration.

### **DUTIES AND RESPONSIBILITIES**

#### **Leadership**

- Leads and oversees a full spectrum of human resources activities, including recruitment, retention and performance management.
- Works collaboratively with department managers on ensuring strong performing teams can work effectively.
- Leads the implementation of the performance management system that includes performance development plans.
- Establishes an in-house employee training system that addresses company training needs including training needs assessment, new employee onboarding or orientation and management development.
- Establishes and leads the standard recruiting and hiring practices and procedures necessary to recruit and hire.
- Determines and recommends employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale and motivation.
- Conducts periodic surveys to measure employee satisfaction and employee engagement.
- Conduct investigation alongside exempt managers to determine performance management.
- Conducts investigations when employee complaints or concerns are brought forth.
- Monitors and advises Managers in the progressive discipline procedure.
- Ensures all policies and procedures are in line with bargaining unit's collective agreements.

**Planning and Reporting**

- Leads the development of HR goals, objectives, and systems. Provides leadership for Human Resources strategic planning.
- Establishes HR departmental measurements that support the accomplishment of the company's strategic goals.
- Prepares monthly and annual reports that track strategic goal accomplishments, stats on workforce and training.

**Policy**

- Conducts a continuing study of all Human Resources policies, programs, and practices to keep management informed of new developments.
- Ensures all policies and procedures are in line with bargaining unit's collective agreements.

**General**

- Attends monthly leadership meetings, committee meetings and others as required.
- Submits regular activity reports, timesheets, expense forms, etc. as required.
- Other related duties as appropriate and required.

**QUALIFICATIONS****Education, Training & Experience**

- Degree in Human Resources related field and /or 5 + years' experience as a Human Resources Manager with a workforce of no less than 35 employees.
- Experience in labour relations and or a union environment.

**Knowledge, Skills & Abilities**

- Demonstrated excellent communication, interpersonal and leadership skills
- Demonstrated ability to:
  - work well under demanding circumstances.
  - prioritize workload to meet challenging deadlines.
  - be flexible in a fast-paced environment with frequent changes.
- Excellent analytical skills and demonstrated problem-solving strategies.
- Ability to deal effectively with conflict situations and use non-violent crisis intervention.
- Organize and work both independently and as a member of a multidisciplinary team.
- Knowledge of HR systems and databases.
- Excellent active listening, negotiation, and presentation skills.
- Respect's diversity in co-workers, clients, volunteers, stakeholders, and all others associated with CMHA.

CMHA Vernon is committed to building an inclusive workplace and community and seeks candidates who share our commitment to equity, diversity, and inclusion.

Please send your resume to [Nicole.zelez@cmhavernon.ca](mailto:Nicole.zelez@cmhavernon.ca)