



**Thunder Bay Indigenous
Friendship Centre**

HUMAN RESOURCES (HR) GENERALIST

PURPOSE:

The Human Resources (HR) Generalist contributes to the overall success of the Thunder Bay Indigenous Friendship Centre (TBIFC) in their role as a member of the Core Staff team by effectively providing internal human resource support and other HR-related administration and operational processes, in accordance with all relevant policies and procedures.

JOB SUMMARY:

Under the direction of the Executive Director / Director of Operations, the HR Generalist will be responsible for providing internal human resource support, including but not limited to HR administration, performance management, recruitment, onboarding, and acting as a primary point of contact for Personnel. As a member of the Core Team, the HR Generalist will work closely with Management to assist in the human resource administration and operational needs and activities of the Friendship Centre. The HR Generalist must have the ability to handle personnel matters with sensitivity, tact, diplomacy, and professionalism at all times. This position will anticipate and respond to emerging issues, trends, and challenges that affect organizational policies and programs.

QUALIFICATIONS:

- Preferred diploma or degree in Human Resource Management or a relevant HR field of study, or minimum three (3) years combined related experience. Certifications or licences appropriate to industry will be considered an asset.
- Knowledge and/or experience working in a non-profit charitable organization.
- Understanding of relevant legislation, policies, and procedures, including ESA, OHSA, etc.
- Broad knowledge of human resources functions, from hiring to onboarding and from employee compensation to evaluation.
- Ability to undertake a wide range of HR tasks, including organizing trainings, personnel administration, and crafting HR policies and procedures.
- Proficiency with MS Office and familiarity with HR Information Systems to ensure all employee records are up-to-date and confidential.
- Ability to act as the main point of contact for employees' queries on HR-related topics while maintaining confidentiality.
- Excellent analytical thinking, planning, prioritization, and execution skills.
- Demonstrate high level of integrity and work ethic.
- Strong communication, interpersonal and writing / editing skills; excellent file management skills.
- Ability to multi-task and prioritize tasks, meet deadlines, problem solve and take initiative.
- Ability to develop and maintain strong professional relationships and work effectively with others.
- Self-motivated with ability to work with minimal supervision in a team oriented setting.
- Ability to work flexible hours including evenings and/or weekends.
- A clear criminal reference check (CPIC / PVSC) is a condition of the employment offer.
- Must have reliable transportation. A valid Ontario driver's license is considered an asset.
- Knowledge of Indigenous culture and language is considered an asset.

CORE COMPETENCIES

- **Inter-Cultural Competency Informed** – Able to incorporate a personal responsibility to increase sensitivity, awareness and implementation of TBIFC’s cultural teachings and organizational practices in both professional conduct and work related deliverables. Ideally understands traditional knowledge and understands the history of Indigenous people and is considered to be of “Good Mind”.
- **Trauma-Based Practice Informed** – Able to incorporate a trauma-informed approach to recognize and respond to all forms of trauma and the necessity of supporting Indigenous people in a culture of tradition and safety in their healing journey.
- **Indigenous Gender-Based Analysis Informed** – Able to incorporate an intersectional approach to gender, race and discrimination, and aware of subsequent intergenerational impacts affecting Indigenous women and their families.
- **Ethical and Professional Standards Informed** - Able to incorporate a core set of beliefs, values and responsibilities fundamental to the profession that serve to define the exemplary practices of human resources management.
- **Human Resources Competency** – Able to incorporate a respectful and positive approach to human resources, including a focus on the following competencies: Organizational Relationships and Wellness; Employee & Labour Relations; Inclusion & Diversity; Integrated Talent Management; Strategic Development; and other General Competencies.
- **Harm-Reduction Practice Informed** – Able to incorporate a harm-reduction informed approach to recognize and respond to the negative consequences associated with substance use and the necessity of supporting Indigenous people in a culture of tradition and safety in their healing journey.

JOB RESPONSIBILITIES:

The HR Generalist shall have responsibility for the following:

1. **Human Resource Management:**

- In consultation with Senior Leadership and Management, recruit, interview and make staffing recommendations.
- Provide personnel and employee relations support for all TBIFC staff; act as point of contact for personnel matters.
- Plan, develop, implement and evaluate human resources and labour relations strategies including policies, programs and procedures to address TBIFC's human resource requirements.
- Assist in the development and communication of all human resources policies and prepare procedures to implement and maintain the Centre’s policies.
- Responsible for managing risks to reduce vicarious liability and for developing policies in compliance with human rights, employment standards, and all other employment related legislation.

- Communicate to internal stakeholders in Human Resources policies, procedures, laws, standards and regulations; use effective interpersonal skills to communicate complex and sensitive information.
- Research and prepare occupational classifications, job descriptions, salary scales and competency appraisal measures and systems.
- Assist in the planning and administration of staffing, total compensation, training and career development, employee equity, and employment assistance programs.
- Oversee appropriate orientation and training within the Friendship Centre.
- Research employee benefit and health and safety practices and recommend changes or modifications to existing policies.
- Perform interviews, screens, and recruit for entry level, professional and technical job openings in collaboration with supervisors.
- Coordinate onboarding and orientation to new staff, volunteers, and student placements.
- Coordinate performance management processes for all staff including scheduling probationary and annual performance evaluation meetings with managers.
- Abide by and communicate the established conflict resolution process to find a satisfactory solution to conflicts.
- Provide resolutions to employee relation issues, (e.g. employee complaints and harassment allegations, completing relevant investigations, etc.).
- In consultation with the Executive Director / Director of Operations, address disciplinary issues according to the established processes.
- Maintain human resources information and related records systems.
- Ensure personnel and volunteer files are securely stored and privacy/confidentiality is maintained.
- Manage salary structure, position documentation, and evaluation systems.
- Plan and organize staff events and recreational activities.
- Build and sustain beneficial relationships with employment agencies and educational institutions.
- Articulate the organizational mission and vision statements.
- Identify and address issues that affect the overall health of TBIFC: morale, effectiveness, turnover, absenteeism, and productivity.
- Liaise and consult with the other members of the Senior Management Team on critical issues effecting the Centre.

2. **Human Resource Administration:**

- Monitor all legislation relevant to the organization (employment standards, occupation health and safety, human rights, etc.) and all regulations on professional certification to ensure that the organization is compliant.
- Monitor personnel related documentation to ensure accuracy, consistency, and relevance to business processes, specifically for staff identification and business communications administration (i.e., employment contracts, onboarding documentation, staff IDs and office resources, etc.).
- Recommend, develop and maintain human resource data bases, computer software systems, and manual filing systems.
- Prepare paperwork and schedules for smooth new-hire onboarding process, coordinating with cross-functional departments to deliver an exceptional first-day experience.

- Handle all administrative tasks for onboarding, new-hire orientations, and exit interviews, including data entry in human resources information systems (HRIS) and audits for accuracy and compliance.
- Maintain employee database, electronic files on Bamboo HR, and e-learning files.
- Ensure hiring forms and necessary personnel records are completed at hire.
- Provide a dedicated and effective HR advisory service to employees that covers absence and health issues, conduct and capability, complaints, organizational change, and all other employee-relations matters.
- Be the primary backup for communicating payroll changes, including biweekly and semimonthly updates to employee files, bonus/incentive pay, vacation/sick pay, expense reimbursements, hourly-employee validations, and benefits changes.
- Assist in the communication, interpretation, and upkeep of employee handbook, employee directory, and organizational chart, and contribute to policy development.
- Administer protected leave, educational leave, and retirement procedures.
- Administer return-to-work processes and documentation.
- Ensure effective exit interviews and processes, and provide management with analysis and recommendations.
- Respond to human resources inquiries and provide direction.
- Administer and record employee recognition and incentive programs.
- Administer and record employee training and development activities, including legislative requirements, position-specific training, and funder-related training.
- Coordinate and update internal employee communications, including TBIFC SharePoint, Team meetings, meeting minutes and staff-wide memorandums.
- Keep job descriptions current and participate in relevant reviews and audits.
- Participate in development of HR objectives and systems, including metrics, queries, and ongoing reports as required.
- Stay informed on new or emerging trends and technologies that provide clear HR related benefits to the organization, business partners, and/or clients.
- Provide research as requested.
- Respond to correspondence and information requests as required.
- Submit written reports to the Executive Director / Board of Directors outlining programming activities, committee work, Friendship Centre activities, and other reports as required.
- Prepare for and attend TBIFC Annual General Meeting.
- Complete internal administrative tasks i.e. time sheets, mileage logs, personal expense reports, etc.
- Participate in case audits, compliance audits, program evaluations and any other specially designed processes that may be undertaken to assess the effectiveness of the Thunder Bay Indigenous Friendship Centre.
- Complete and monitor relevant employee health and safety administration, such as WSIB and Incident reporting.
- Ensure commitment to quality, employee safety, and risk management initiatives.
- Complete other duties and projects as assigned.

3. **Community Development and Outreach:**

- Promote the programs and services of the Thunder Bay Indigenous Friendship Centre.
- Attend, participate, and/or facilitate relevant meetings, conferences, or workshops as a representative of TBIFC.

- Respond to general enquiries and other information requests about the Thunder Bay Indigenous Friendship Centre.
- Network and liaise with other sub-contract programs, third party legal service providers, community agencies, funding sources, etc.
- Develop promotional material and outreach resources that advertises employment and volunteer opportunities at TBIFC.
- Actively recruit and provide orientation and training for TBIFC volunteers, student placements, and interns.

4. **Training and Professional Development:**

- Participate in relevant conferences, training workshops and related courses and meetings for professional development as required or directed.
- Provide HR advice and training to Centre staff as needed.
- Ability to develop guidelines, resources, and conduct presentations related to Human Resources and Employment Communications.
- Keep apprised of relevant legislation or policy changes in relation to Human Resources and labour relations fields.
- Identify professional development / training needs and brings to the attention of the Director of Operations.

5. **Health and Safety:**

- Observe health, fire and safety regulations; uphold health and safety standards.
- Ensure that the Health and Safety policies incorporated into daily working practices are adhered to.
- Assist in WSIB, incident reporting, health and safety oversight, and other health-related administration.
- Maintain Standard First Aid Level C with AED certification.
- Report and assist staff in reporting all accidents, injuries and illnesses to the manager or delegate and record as a serious occurrence if necessary.
- Ensure compliance with local and national regulations and applicable employment laws, and update policies and procedures when necessary.

6. **General Duties:**

- Perform other duties as assigned by senior management.
- Observe and uphold the policies, procedures, and practices of the Thunder Bay Indigenous Friendship Centre.
- Maintain a high level of confidentiality in all interactions.
- Maintain and secure facilities and equipment and ensure tangible resources are secured in a locked filing cabinet on a daily basis.
- Actively promote and participate in community and TBIFC annual activities in keeping with the mandate and philosophy of the Friendship Centre.
- Ensure the premises and program resources are safe and secure.
- Work within an Indigenous culturally competent framework.
- Notify the Executive Director / Director of Operations immediately of any difficulties including

crises or any other issues that may affect the ongoing delivery of Friendship Centre operations.

RELATIONSHIPS:

Executive Director / Director of Operations: The HR Generalist will keep the Executive Director / Director of Operations apprised of all important matters related to HR administration and operational support of the Indian Youth Friendship Society by providing regular written reports for review and/or oral reports on an ad hoc basis. The HR Generalist will receive supervision from the Director of Operations.

TBIFC Staff: The HR Generalist will work with TBIFC staff by maintaining communication lines to allow opportunity to share information relevant to the Centre and programs, and to provide timely guidance and support to staff. The HR Generalist will perform a range of duties supporting divisional managers and TBIFC staff. The HR Generalist will work collaboratively with Program Managers, Core Staff, and Senior Management.

ACCOUNTABILITY:

The HR Generalist is accountable to the Executive Director / Director of Operations for the efficient performance of their function.

PROBATIONARY PERIOD:

Upon commencement of employment, the HR Generalist will be placed on a nine (9) month probationary period. A performance appraisal will occur at the end of the probationary period. An extended period of probation may be instituted at the discretion of the Executive Director. Performance appraisals will occur once annually thereafter.

TERMS AND CONDITIONS OF EMPLOYMENT:

1. Hours may vary but shall not exceed 35 hours per week unless prior approval has been authorized to exceed terms and conditions.
2. Adheres to policies and procedures according to the Thunder Bay Indigenous Friendship Centre's Personnel Policy Manual - March 24, 2010.
3. Abides by the Code of Ethics as adopted by the Thunder Bay Indigenous Friendship Centre.
4. Adheres and applies the following:
 - a) A Policy Dealing with Allegations of Abuse against Individuals.
 - b) A Protocol for the Reporting of Child Abuse and Neglect between Dilico Anishnabek Family Care and the Indian Youth Friendship Society.
5. Signs and adheres to an Oath of Confidentiality
6. Maintain a clear criminal reference check (CPIC) and Vulnerable Sector Clearance

CAUSES FOR DISMISSAL:

Please refer to the Thunder Bay Indigenous Friendship Centre's Personnel Policy Manual.

WORKING CONDITIONS:

Physical Demands: The HR Generalist will spend long hours sitting, standing, and using office equipment and computers which can cause muscle strain. Manual dexterity is required to use desktop computer and peripherals.

The HR Generalist may be lifting equipment and materials up to 30 lbs. The worker may have to lift and carry using appropriate lifting techniques, bend, push, pull, grip, reach, kneel, crouch using good body mechanics and includes walking, sitting, standing and climbing stairs. The HR Generalist may also have to manage physically threatening clients and be prepared to be responsible for their own safety and the safety of others.

Environmental Conditions: The HR Generalist will be working in a busy and occasionally noisy environment and will need excellent organizational, time and stress management skills to complete the required tasks. The HR Generalist is faced with constant interruptions and must meet with others on a regular basis.

The HR Generalist must be ready to respond quickly and effectively to many types of situations, including crisis situations, and may come in contact with community members who are ill and/or contagious and must take precautions to ensure the health and safety of all individuals, including self.

Sensory Demands: Traditional Medicines and healing practices are utilized in ceremonies and circles; these may affect senses and respiratory system. The HR Generalist may further be exposed to perfumes and scents from community members.

The HR Generalist must be very adept at listening to others and spending long hours on computers, which requires attention to detail and high levels of accuracy.

Mental Demands: There are regular deadlines that require attention to detail with this position which may cause stress. The HR Generalist must deal with a wide variety of people and will have to manage a number of requests and situations at one time.

There may be a number of activities and situations happening at once and the HR Generalist must be prepared to prioritize and multitask. Stress may be caused by the need to complete tasks within tight deadlines. The workload may be unpredictable and difficult to manage at times.

The HR Generalist must deal with a wide variety of people with challenging personal issues. Caring for people in crisis can be stressful; the worker must monitor their own time and stress levels to ensure that they are able to effectively assist others.

The HR Generalist must ensure that volunteers are supervised at all times and are involved in safe and appropriate activities. There may be a number of situations happening at once, and the must be prepared to handle accidents and emergencies at any time.

The HR Generalist will be required to attend and conduct presentations and community-wide events, as well as plan, organize and attend recruitment fairs.

CERTIFICATION:

I certify that I have read and understand the responsibilities to this position.	Supervisor has reviewed with employee the job responsibilities as described in this document and has discussed expected standards of performance.
_____ Employee Signature	_____ Supervisor's Title
_____ Printed Name	_____ Supervisor's Signature
_____ Date	_____ Date

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.

September 2024