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Job Specification

Position Title: ASSISTANT HUMAN RESOURCES ADVISOR
Job Code: MCP - Personnel Administration AM-14, APL14
Job ID: 20643

Purpose of Position:

To support HR Advisors in carrying out professional advisory services for client ministries within an assigned area of the Region, by assisting in providing clients with generalist human resources services and support.

Duties/Responsibilities:

Working within an office that provides or coordinates generalist Human Resources services to all OPS operations within the Region, the incumbent is responsible for the following functions in supporting assigned HR Advisors:

1. Provides proactive HR service, advice and assistance to client ministries line managers and employees on a variety of HR issues within the Regional HR Service Centres mandate, referring more complex issues to the HR Advisors.
2. Prepares or updates position specifications, discusses or confirms details with line managers, ensures sign-off, and liaises with the Job Evaluation Group of the enterprise Total Compensation Branch regarding the evaluation and classification process.
3. Provides position administration support by participating in the maintenance of position inventories and organizational charts; liaising with HR Advisors and client managers, where required.
4. Maintains Job Evaluation System (JES) for all position specifications, including entering new descriptions, revising existing descriptions and ensuring linkage to WIN and other equal or comparable position descriptions.
5. Supports the recruitment activities being conducted for client ministries by the Regional Recruitment Centre, ensuring that supporting documentation is accurate and properly authorized, liaising with Regional Recruitment Centre staff on competitions and related issues and keeping HR Advisors aware of significant issues or concerns pertaining to their area of responsibility.
6. Assists line managers in applying and interpreting collective agreements, Public Service of Ontario Act and other relevant acts, policies and directives; provides information on their application to standard working conditions and related policy/process issues, and refers more complex issues to HR Advisors; provides assistance in researching employee relations/labour relations matters such as conducting searches of databases and arbitration jurisprudence for specific issues or information, as assigned.
7. Researches and advises client ministries line managers and employees on salary administration, compensation issues, including overtime, shift premiums, promotion rates, merit increases and retroactive awards ensuring linkage with OSS Pay and Benefits Unit.
8. Assists in the management of client ministries Stage 1 and 2 grievances; maintains grievance files, reviews documents, resolves issues, monitors grievances timelines and special requirements and keeps HR Advisors informed; identifies issues regarding grievance cases and alerts HR Advisors; maintains and collects statistical data on grievances.
9. Assists in developing presentations/training sessions by gathering information and preparing relevant materials (i.e. Pay for Performance, new Collective Agreements, etc.).
10. Assists in gathering information and answering questions regarding career transition and redeployment activities.
11. Participates on special projects as assigned.
12. Manager has the right to assign other duties

Knowledge:

? Knowledge of established theories, principles and practices of human resources management and knowledge of enterprise-wide human resources policies, applicable collective agreement provisions, and related legislation such as the Public Service Act, in order to provide assistance to HR Advisors in

providing professional advice and support to client ministries line managers in the application of HR policies and requirements

? Knowledge of generalist areas of human resources management including position administration, staffing, salary/benefits administration, Stage 1 and 2 grievance management, employment transition, employee accommodation, and staff development, in order to provide assistance to HR Advisors in providing advice and assistance to client ministries line managers and employees on specific HR issues

? Knowledge of client ministries major programs and basic organizational structures, in order to understand client issues and provide HR support

? Knowledge of the Regions various HR management information systems and related databases and software programs, in order to maintain and obtain information, resolve information issues/problems and prepare reports

? Oral communication and interpersonal skills and customer services orientation to provide pro-active and helpful support and information to client managers and employees in a clear and concise manner

? Analytical and problem-solving skills, to identify, assess and respond to often sensitive and confidential human resources issues, to apply policies, procedures and guidelines to specific HR issues, and to assist in job analysis and the preparation of position descriptions

? Written communication skills, to prepare various human resource materials such as position descriptions, correspondence, and reports in assisting assigned HR Advisors

? Organizational skills to deal with competing priorities

? Proficiency with relevant computer software and applications (e.g. Excel, Word, PowerPoint, Outlook, Internet/Intranet) to prepare or assist in preparing letters, memos, correspondence, briefing notes/papers, presentations, spreadsheets; access/send information from Internet/Intranet; conduct searches and communicate with clients

Judgement:

Works under the direction of the Manager, Regional HR Service Delivery Centre and the technical direction of the assigned HR Advisors, and within a framework of established OPS human resources policies, legislation, collective agreements and related guidelines and practices.

Exercises judgement and initiative in:

Analyzing and defining often sensitive and confidential HR issues presented by client line managers and employees and determining appropriate information or effective solutions in response or applying established policies and guidelines, appropriate collective agreement provisions in order to provide pro-active assistance and support e.g. responding to staffing, position administration, grievance process, salary administration or other compensation issues.

Researching specific issues to assess or identify facts, precedents and jurisprudence in assisting HR Advisors as assigned; e.g. researching employee grievance or HR administrative matters

Assisting in analyzing and describing job functions and factors and preparing position descriptions

Accountability - Programs:

Accountable for the provision of accurate and helpful information, advice and support to client line managers and employees on a range of common human resources issues including position administration, compensation/salary administration, return to work/employee accommodation, Stage 1 & 2 grievance management, and staff development, ensuring that that assistance is in accordance with established OPS policies, guidelines, legislation, collective agreements, and best practices. Provides input to assigned HR Advisors on the identification and resolution of complex and/or contentious issues and on the improvement of services or business processes.

Accountability - Impact of Errors:

Failure to provide accurate and proper advice/information to client managers and employees on HR issues could result in inappropriate management action, employee relations problems and/or employee grievances, lost time and reduced credibility of the Regions HR services.

Contact - Internal:

Frequent contact with client line managers and employees to provide advice/assistance on HR matters. Occasional contact with corporate HR specialists such as Employee Relations Advisors and Classification Specialists to provide or receive information regarding complex and/or specialized HR matters. Regular contact with HR service delivery partners such as Ontario Shared Services, client ministry SBU staff to exchange information or to discuss matters of mutual interest. Regular contact with enterprise business owners to discuss specialized HR matters and to broker services.

Contact - External:

Occasional contact with union officials to discuss HR matters. Occasional contact with government agencies, insurance companies, doctors to obtain information or assist in employee matters such as return to work/employee accommodations.