



Job Specification

Position Title: HUMAN RESOURCE ADVISOR
Job Code: MCP - Personnel Administration AM-17, APL17
Job ID: 35213

Purpose of Position:

To provide generalist Human Resources advisory/consultative and direct expertise and support to the line managers of assigned areas of OPS ministry operations within the region. Working collectively with other HR business partners to coordinate linkages and broker services.

Duties/Responsibilities:

Working within an assigned area of an office that provides or coordinates various generalist HR services to all OPS operations within one of five regions of the province: 1. Provides consultative and direct services support to assigned client ministry front-line managers on a variety of HR management issues and policies/processes in order to promote and support effective human resources management practices. 2. Provides advice and support to line managers on HR management issues such as job design, position administration, compensation, and salary administration; analyzes job requirements and prepares job descriptions, and liaises with corporate classification specialists regarding position evaluation and related job issues; provides advice and information to line managers on pay administration and compensation policies and issues. 3. Provides advice, coaching and support to line managers on employee management issues and related programs such as performance issues, disciplinary matters, attendance problems, and work accommodation; liaises with corporate specialists and facilitates access to corporate employee support programs. 4. Brokers advice and services from enterprise service centres and strategic business units, as required ensuring that clients receive effective and timely service to meet business needs. Works with Centre colleagues, enterprise service centres and other regional delivery centres to deliver, develop, implement and/or broker solutions to issues identified through strategic human capital planning, new initiatives, program development, emerging client needs, ensuring consistent of application of HR principles and practices. 5. Builds and fosters partnerships with key business partners and clients and coordinates and facilitates linkages with other, Regional Service Delivery Centre, Strategic Business Unit and Enterprise Service Centre staff to ensure holistic HR service provision to clients 6. Provides advice and support to line managers on employee relations issues and on the interpretation/application of collective agreements; supports and encourages line managers to resolve issues informally before they become formal grievances; advises line managers on solutions to settle Stage 1 & 2 grievances and provides supports on the grievance process; liaises with corporate Employee Relations Advisors to discuss and/or obtain advice on employee relations issues and strategies, complex Stage 1 & 2 grievances, employee management issues, collective agreement interpretations and case law. 7. Under the guidance of the manager, plans and coordinates projects within work location or on a regional basis and/or participates as a member of project teams to support implementation and delivery of HR supports and services to OPS clients including corporate initiatives, ministry-specific initiatives and regional projects. 8. Prepares and presents issues papers, briefing notes, research reports as requested or at own initiative based on identification of trends or emerging issues impacting client business, presenting risk assessment, analysis and options to mitigate issues or capitalize on trends. 9. Deals directly with employees to provide coaching on employee learning plans and career planning, to provide orientation and to conduct exit interviews. 10. Monitors, analyzes and reports on HR matters such as grievance activity and trends, and collects appropriate HR data (e.g. position management, department structure) as part of executing various HR transactions/services. 11. Manager has the right to assign other duties.

Knowledge:

Knowledge of the theories, principles and practices of human resources management, and knowledge of enterprise-wide human resources policies, collective agreements and related legislation such as the Public Service of Ontario Act, in order to advise and assist line managers in the application of HR policies and requirements and to advocate the use of effective human resources practices Knowledge of specialized areas of human resources management in order to provide authoritative and solution-focused advice and assistance to line managers on specific HR issues Knowledge of effective management techniques and practices in order to understand line managers issues and actions and thus provide effective consultative services Knowledge of client ministries major programs, approval processes, work culture and special needs in order to provide HR support to line managers within a constantly changing environment Analytical and problem-solving skills, to assess often sensitive and complex human

resources issues/problems and develop and recommend effective solutions and/or interpret and apply policies and guidelines to specific management situations; to analyze jobs, advise on job design and prepare job descriptions Consultation and interpersonal skills and customer services orientation to provide helpful and pro-active advice and assistance to client managers and to advocate sound human resource management practices Relationship management and rapport building skills to build effective working relationships and partnerships with clients, colleagues and business partners Project management skills, to plan and coordinate projects that support the implementation of corporate, ministry and regional initiatives within the region, including providing feedback and advice on the effectiveness of the initiative and services provided within an environment of constantly changing priorities, programs and business needs Oral and written communication skills, to prepare various human resource materials such as position descriptions, correspondence, and reports and to verbally provide information/advice and express complex issues clearly and convincingly Organizational skills to prioritize numerous activities including constantly changing and conflicting priorities Proficiency with relevant computer software and applications (e.g. Excel, Word, PowerPoint, Outlook, Internet/Intranet) to prepare letters, memos, correspondence, briefing notes/papers, presentations, spreadsheets; access/send information from Internet/Intranet; conduct searches and communicate with clients Political acuity to recognize and take into account sensitive political situations and develop appropriate responses

Judgement:

Works under the direction of the Manager, Regional HR Service Delivery Centre and within a framework of OPS human resources policies, legislation, collective agreements and related guidelines and practices, with advice and assistance available from corporate HR specialists on more complex and specialized issues such as staff relations and job evaluation. Exercises judgement and discretion in analyzing and defining often complex and/or contentious issues presented by line managers such as employee performance and employee relations issues, and determining effective solutions or options and/or interpreting and applying existing policies and guidelines and appropriate collective agreement provisions in order to assist line managers in resolving issues. Exercises judgement and discretion in researching specific issues to assess or identify facts, impacts, precedents and jurisprudence in order to develop effective proposals or recommendations or to seek advice from specialists or senior staff; e.g. researching employee grievance or HR administrative matters; in assessing business requirements, brokering and coordinating the provision of human resources services to clients by other enterprise service providers. Judgement and discretion is exercised in analyzing jobs and work functions, assessing and providing advice on job design, and describing job functions and factors e.g. in order to support effective position evaluation and staffing; Providing information or consultation in difficult circumstances, e.g. advocating the adoption by line managers of more effective or appropriate human resources practices, and dealing with union officials and/or employees on contentious employee management issues

Accountability - Programs:

Accountable for the provision of effective and supportive consultative/interpretative services to assigned regional OPS line managers on a range of common human resources issues including position administration, compensation, employee performance and discipline, illness and injury management, return to work/employee accommodation, employee safety, and Stage 1 & 2 grievance management, ensuring that that advice and assistance is in accordance with established OPS policies, guidelines, legislation, collective agreements, and best practices. Also responsible for obtaining or brokering the provision of advice and assistance from corporate HR specialists for more complex or specialized HR matters such as job evaluation and employee/staff relations. Provides input and recommendations to the supervisor on the identification of contentious issues and on the improvement of services, policies or business processes.

Accountability - Impact of Errors:

Failure to provide accurate and effective advice and interpretation to line managers on HR issues could result in managers taking inappropriate action, employee relations problems, inequities within the organization, poor staff morale, and/or employee grievances, and as well affect the credibility of the regions HR consultative services.

Contact - Internal:

Frequent contact with line managers to provide advice/assistance on HR matters. Regular contact with corporate HR specialists such as Employee Relations Advisors and Classification Officers to obtain advice or provide information regarding complex and/or specialized HR matters. Regular contact with HR service delivery business partners such as OSS, Pay and Benefits to obtain or provide information. Regular contact with HR colleagues such as client ministry SBU staff and other regional service delivery centre staff to exchange information or to discuss matters of mutual interest. Regular contact with enterprise service centre staff to discuss and obtain advice on specialized HR matters and broker services

Contact - External:

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