



Director, HR Employee Labour Relations and Workplace Investigations Regular Full-Time

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Unit Summary

Hamilton Health Sciences (HHS) serves more than 2.6 million residents and is a leading teaching and research hospital, comprised of six core campuses, including a pediatric hospital, a cancer centre and a standalone urgent care centre. The organization's mission to advance healthcare through academics and research is enabled by HHS' affiliations with McMaster University and Mohawk College. What makes HHS exceptional are the remarkable people who work at our organization and commit themselves to the hospital's vision of providing the best care for all. HHS employs approximately 13,000 people who share our values of respect, caring, innovation and accountability. HHS staff, physicians and volunteers are proud to work at HHS and of their contribution to the excellent care received by patients and families in one of Ontario's largest and most complex hospital organizations.

The Employee Labour Relations (ELR) and Workplace Investigations (WI) team is the primary source of subject matter expertise regarding employee/labour relations and workplace investigation matters for HHS and its expansive and diverse workforce.

Position Summary

Reporting to the Vice President, People, Culture and Communications, this position is a senior, multidisciplinary leadership role in the Human Resource (HR) Department, responsible for the design, direction and execution of Employee Labour Relations and Workplace Investigation strategies across Hamilton Health Sciences. The Director champions and promotes the adoption of strategies, and enterprise-wide, corporate initiatives related to ELR and WI. This role drives operational excellence by ensuring HHS' alignment with pertinent legislation, hospital policies and procedures, collective agreements and HHS' corporate mission, vision and values, while managing risk and financial liability for the organization.

Specific Accountabilities

- Delivers focused strategic direction to the ELR and WI teams, leading the integration of the teams' work with the mission, vision, values and strategic plan of HHS.
- Utilizes leading practices, research and quality improvement methodologies in the evaluation of ELR and WI strategies, adapting planning and approach to ensure that the team is providing maximum value to HHS.

- Applies knowledge of change management to ensure effective implementation, adoption and transition planning for projects and deliverables, in keeping with strategic and organizational change requirements.
- Oversees the collective bargaining process for all Unions to ensure consistency and stability in delivering reasonable outcomes that are informed by the full operations of HHS and the best interests of its employees.
- Strategically develops and implements quality improvement and leading practice initiatives that deliver enhanced value to stakeholders and HHS.
- Determines and recommends ELR and WI practices necessary to establish a positive employer/employee relationship and promote employee engagement.
- Tactfully communicates to various audiences, while being cognizant of their individual needs across the organization.
- Using a high degree of professionalism, corresponds in both verbal and written form with respect to human resource subject matter/issues that are significant to the hospital, the executive leadership team, as well as HR leadership, Union leaders, and various individuals external to the Hospital.
- Leads the design and development of education strategies and training interventions to further develop the knowledge and skills of the HHS Leadership team in to the areas of employee management, labour relations, collective agreements, employment legislation, and workplace investigations.
- Leverages expert knowledge of labour relations, workplace investigations, collective bargaining, as well as a strong working knowledge of employment law and legal concepts, to design and develop employee and labour relations practices and strategies.
- Designs and oversees the formal grievance process, with a focus on collaboration, respect, and accountability for all stakeholders.
- Analyzes collective agreements and union relationships to develop recommendations and lead collective bargaining negotiations and collective agreements.
- Leads the design and development of educational strategies and training interventions to further develop the knowledge and skills of the leadership team in reference to workplace investigations, labour relations, collective bargaining agreements and union issues.
- Manages the design of ELR and WI team structures and resources to ensure that priorities and standards are reflected in the services delivered, and to maximize availability to internal clients and for new and demanding challenges.
- Supports, coaches, mentors and develops a diverse team of professionals, to maximize their potential and growth as leaders at HHS.
- Establishes specific progressive and achievable performance objectives and goals in partnership with HR leadership and ELR team.
- Delivers timely and appropriate recognition and constructive feedback, provides proactive coaching in areas requiring development or improvement.



- Leads annual Budget process for ELR and WI budget. Ensures that budget strategies are operational, fiscally responsible and proactively identifying hidden/underlying costs associated with budget decisions.
- Monitors and audits legal and grievance costs, encouraging cost effective decision making by the organization, in order to maintain the prudent use of hospital resources, while protecting the organization from legal and financial risk.
- Monitors grievance and arbitration trends and identifies the potential monetary impact, monitoring or amending HHS labour relations policies and HR practices to mitigate financial risk.

Schedule Work Hours

Days, Monday to Friday with willingness to be flexible with working hours to suit operational requirements.

Qualifications

- University degree, preferably graduate level, with a focus in Business Administration, Industrial Relations or Human Resources.
- CHRL, Industrial Relations certification preferred.
- Training in complex workplace investigations and/or alternative dispute resolution an asset.
- Ten (10) years of progressive leadership experience, demonstrating advanced scope, authority and output, in a complex multi-union healthcare setting.
- Substantial experience leading a wide range of Employee Relations and Labour Relations' processes, including Collective Bargaining, Interest and Rights Arbitration, Labour Board applications, Human Rights complaints, and Workplace Investigations.
- Exceptional relationship management, influence and facilitation skills, including the ability to negotiate, influence, and to adopt an enterprise approach by working collaboratively with other senior leaders towards achievement of objectives.
- Expert knowledge of fundamental HR practices and principles.
- Expert knowledge and experience with relevant legislation, common law, and collective agreement interpretation.
- Strong understanding of internal and external labour relations processes, including contract interpretation, the ability to critically analyze and apply contract language to complex and divergent scenarios.
- Advanced project management skills, including the preparation and maintenance of detailed project plans, taking into account all stakeholders, using a solutions focused approach throughout plan execution.
- Skilled in development, implementation and evaluation of labour relations strategies, negotiation, facilitation, conflict management and mediation skills.
- Creative problem-solving skills, including the ability to engage in critical thinking and effective judgement.
- Strong knowledge of employment law, including Ontario Human Rights Code, Employment Standards Act, Ontario Labour Relations Act.



- Demonstrated leadership skills, including the ability to act as an informal leader, influencing performance-driven teams while aligning with organization values, setting priorities and undertaking multiple tasks with tight deadlines.
- Ability to interface effectively with management and executive leadership teams, build trust at all levels of the organization, and lead, motivate and influence individuals.
- Highly-developed communication and facilitation skills. Must possess ability to communicate effectively with tact and diplomacy at all levels, be a strong facilitator and have expertise in coaching, consulting and conflict resolution.
- Ability to formulate proactive strategy that can be translated into tactical objective activities; building and leading high performing professional team that are aligned with organizational objectives.
- Ability to develop partnerships and collaborate with multiple stakeholders, often with diverging viewpoints and objectives, in order to achieve results that are in the best interest of the hospital and its mission.
- Exhibits a high level of integrity and trust.

As a condition of employment, you are required to submit proof of full COVID-19 vaccination to Employee Health Services.

Salary

\$64.16 - \$82.26 hourly