

Advisor, Employee Care &amp; Labour Relations (Exempt)

<b>Job Requisition</b>	JR-2024-89 Advisor, Employee Care & Labour Relations (Exempt) (Open)
<b>Job Family</b>	Exempt
<b>Start Date</b>	2024-03-11
<b>End Date</b>	2024-04-07
<b>Primary Posting</b>	No
<b>External Posting URL</b>	<a href="https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/City-Hall-Building/Advisor--Employee-Care---Labour-Relations--Exempt-JR-2024-89">https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/City-Hall-Building/Advisor--Employee-Care---Labour-Relations--Exempt-JR-2024-89</a>
<b>Description</b>	Closing Date: Apr 7, 2024

Salary Range:  
\$89,033.79 - \$104,745.64

Job Description

**NOTE: Posting comes off at 12:00AM on the closing date, with the competition closing at 11:59pm the day prior.**

## Job Description Under Review

Reporting to the Manager, Human Resources, this position is responsible for a broad portfolio that supports a positive and productive working environment while promoting a culture of service, respect, and engagement. This position facilitates the employee care process through effective case management and accommodation matters related to both occupational and non-occupational illness and/or injury. In addition, the position supports the labour relations function, which includes the design and delivery of learning and development programs focused on a respectful workplace and anti-discrimination.

As a member of the Human Resources (HR) Division, the incumbent participates in the planning of HR programs, policies, and processes, and acts as a champion through implementation within the customer group.

### Duties Include:

Employee Care

- Plans, coordinates, and implements sound employee care and case management strategies through providing expert advice on the benefits of early intervention, recovery, and return to work (RTW).
- Develops, implements, and keeps current the City's Stay at Work/Return to Work (SAW/RTW) Program and Policy, in consultation with the Occupational Health & Safety department and other relevant parties.
- Acts as the central point of contact for employees, managers, union representatives, and medical professionals, developing strong partnerships and relationships with all parties involved in employee care.
- Communicates with medical and other health care professionals to ensure accurate, timely, and complete information to support claims and planning for SAW/RTW and/or accommodation.
- Navigates the complete WorkSafe BC life cycle including tracking and managing claims, coordinating with managers and the Occupational Health & Safety department, communicating with medical professionals and WorkSafe BC, and monitoring claims costs.
- Navigates the complete Long-Term Disability Benefit life cycle by managing and monitoring

employee leaves, communicating with employees on LTD, liaising with LTD case managers, collaborating with specialists and managers to implement a RTW plan, and consulting with legal counsel as required.

- Maintains meticulous records and strict confidentiality of medical and sensitive personal information.
- Provides employees with health and wellness support, including answering questions regarding health and wellbeing, employee benefits, and referring to available resources and programs.
- Develops and implements an employee health and wellness program, with an emphasis on fostering a psychologically safe workplace for all.

#### Learning and Development – Respectful Workplace and Anti-Discrimination Policy

- Leads the learning and development services and programs for all groups as identified in the City's Respectful Workplace and Anti-Discrimination Policy.
- Develops instructor-led training materials, including case studies, hands on exercises, quick reference guides, e-learning, and online help documents to support the effective delivery of relevant programs.
- Designs and develops process improvements to orient new Council, employee, and committee volunteers to the Policy.
- Coordinates all administrative details surrounding event activities, including evaluations, data analytics, and report results, including the establishment of standards and systems for accurate measurement of services and programs.
- Remains current on legislative changes and case law related to a respectful workplace and recommends policy amendments as required.

#### Labour Relations

- Provides consistent labour relations advice and collective agreement administration to four employee groups – CUPE, IAFF, Management/Exempt and Excluded staff.
- Attends or conducts investigations as required.
- Provides support and leadership to directors and managers on HR related matters, referencing related legislation, collective agreement language, corporate policies, procedures, and best practices.
- Serves as a supporting member on both CUPE and IAFF Labour Management Committees.
- Ensures corporate risk management and liability exposures are addressed and monitored.
- Assists with representing the Corporation, in conjunction with legal counsel, at labour mediation and arbitration, as necessary.
- Remains current with collective bargaining trends and identifies and tracks items for future collective bargaining.
- Performs other related duties as assigned.
- All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

#### Required Education and Experience:

- Diploma in Human Resource Management, Industrial Relations, Occupational Health and Safety, Disability Management, or other related discipline.
- Minimum 5 years progressively responsible Human Resources experience, including a minimum 2 years' experience with labour relations and/or employee care or ability management, preferably within a unionized environment.
- Experience researching, understanding, and implementing modern and progressive Human Resources and Labour Relations practices.

- Valid BC Drivers' License Class 5.
- An equivalent combination of education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Knowledge of the Labour Code, Employment Standards Act, Workers Compensation Act, Human Rights Code, and other related legislation in BC.
- Demonstrated application and sound understanding of human resources and labour relations regulations, policies and procedures as they relate to a unionized environment.
- Sound knowledge and demonstrated ability of the methods and techniques used in learning and development programs.
- Demonstrated discretion in handling confidential and sensitive matters both internal and external to the organization.
- Dynamic team player with strong interpersonal skills and a commitment to customer service.
- Proficient public speaking abilities and ability to choose the most appropriate medium (writing, face-to-face, etc).
- Proven ability to research subject matter, provide policy recommendations, and draft clear and concise reports.
- Ability to independently compose accurate and effective correspondence.
- Ability to work effectively under pressure, with changing priorities and deadlines, while balancing conflicting priorities.
- Ability to work independently, demonstrating flexibility and ability to adapt to change.
- Detail oriented with excellent analytical, problem solving, conflict resolution, and organizational skills.
- Ability to work with a variety of computer applications including MS Office, HRIS/HRMS or other database programs.

Preferred Education and Experience:

- Certificate in Workplace Investigations.
- Chartered Professional in Human Resources (CPHR) Designation.
- Experience in a municipal environment.

To Apply:

Please submit your resume, quoting the appropriate competition number to: Human Resources, City of Vernon, using one of the following methods:

- Online at [www.vernon.ca/](http://www.vernon.ca/) by selecting "apply" and creating a candidate profile.
- By Fax: (250) 550-3551

Internal Applicants:

- Internal applicants are asked to apply using their worker profile.
- By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted.

<b>Worker Sub-Type</b>	Permanent
<b>Location</b>	City Hall Building
<b>Time Type</b>	Full time
<b>Locations</b>	
<b>Supervisory Organization</b>	Human Resources Department