

## CMHA HPE - DIRECTOR OF PEOPLE AND CULTURE

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We have an exciting opportunity to provide leadership in the development and implementation of a comprehensive People & Culture strategy for the Canadian Mental Health Association (CMHA), Hastings Prince Edward. Reporting directly to the CEO, the Director of People and Culture will lead strategic planning, and implementation of human resource operations, talent management, equity diversity and inclusion, health, wellness and safety initiatives.

In this strategic position, the Director of People and Culture will design and implement performance management systems that align with the organization's objectives. The Director of People and Culture's expertise will be essential in refining and developing organizational policies, providing guidance and training to managers and staff, engaging, and supporting management to develop a positive team environment, and contributing to the development of HR strategies that strengthen talent acquisition, retention, and succession planning. With a focus on leveraging technology, promoting EDI, engaging the workforce, supporting employees, and enhancing performance, the Director of People and Culture will lead the development of initiatives that promote an exceptional employee experience at the CMHA HPE.

#### **STRATEGIC LEADERSHIP**

- Lead and manage a Human Resource team of 3, ensuring the effective delivery of HR services and support across the organization.
- Prepare quarterly reports on key performance indicators (KPIs) for all projects and new initiatives, providing insights and recommendations to organizational leadership and Board of Directors.
- Develop and implement comprehensive People and Culture strategies that align with goals and values, fosters a positive work environment, and supports organizational missions and objectives.
- Integrate an equity, diversity, and inclusion (EDI), transformation, and resilience strategy into the organization culture.
- Develop talent management strategies to attract, motivate, develop, and retain top talent that reinforces the organization's culture.
- Lead the design and implementation of a well-being strategy, integrating core values into all aspects of organizational practices and operations. Continuously seek and incorporate staff feedback to drive ongoing improvement and effective employee experience initiatives.
- Identify and address HR challenges, trends, and opportunities to support operational efficiency and growth. Partner with back-office support services to ensure the most effective use of resources.
- Enhance the effectiveness and efficiency of HR processes by maximizing the utilization of advanced HR technologies and systems, leading to improvements in process efficiency and accuracy of HR data.
- Provide strategic guidance and support to leadership teams and managers on talent acquisition, total rewards, performance management, equity, diversity and inclusion, organizational development, and compliance with employment laws and regulations.
- Lead the administration of engagement surveys, analyze and produce reports, and support action planning to improve employee engagement and retention.
- Lead the development and implementation of re-organization plans and conduct business process reviews, driving organizational effectiveness and efficiency.
- Develop a total rewards and comprehensive compensation strategy and structure.
- Manage the operating budget for the human resource department. Support the development of operational budgets, identifying resource requirements and monitoring expenditures in line with organizational financial policies.
- Ensure clear and consistent communication of plans and updates to the team and all staff members through regular channels, utilizing various media.
- Continuously evaluate and improve HR programs and tools, leveraging expertise in human resources and staying abreast of industry best practices.

- Represent the organizations in the healthcare and community sector by leading and participating in external committees, special projects, task forces, and working groups, contributing to sector-wide initiatives and collaborations.
- Establish and implement an effective employee complaint resolution process, ensuring that employee concerns and issues are promptly addressed, investigated, and resolved in a fair and impartial manner with consistency.
- Collaborate as a strategic partner with leaders to effectively address workplace issues, fostering a positive and respectful work environment that prioritizes employee well-being.
- Develop and oversee recognition and rewards programs, creating a culture of appreciation and motivating high performers to achieve exceptional results.
- Collaborate with leadership team to develop a vision and strategy for continual learning and professional development.
- Stay abreast of emerging trends and industry best practices in employee performance management, leveraging knowledge to continually enhance and refine performance management strategies and initiatives.

## **REQUIRED EDUCATION AND EXPERIENCE**

- Bachelor's degree in human resources management or related discipline.
- Registration with regulatory body; CHRP or CHRL designation required.
- Minimum of 7 years of progressive leadership experience in human resources roles, preferably in a non-profit, health care or social services setting.
- Minimum of 5 years of formal or informal leadership experience, including supervising a team of HR professional, program development and day to day operations.
- Experience working in a Unionized environment.

## **KNOWLEDGE AND SKILLS**

- Knowledge of human resources and labour related legislation (e.g., Employment Standards Act, Human Rights Code, Occupational Health and Safety Act).
- Experience implementing and using HCM / HR Platforms (i.e., BambooHR, WorkDay, etc).
- Superior communication skills, orally and in writing, including editing, presentation, and facilitation skills.
- Exceptional interpersonal skills with the ability to handle difficult situations in an objective, consistent format, with excellent problem-solving abilities.
- Consulting skills and ability to draw out and take care of conflict/challenges.
- Knowledge of change management, employee engagement, employee relations principles, and practices.
- Knowledge of organizational and job design, job evaluation and compensation systems and processes.
- Supervisory skills, including the ability to mentor, coach and inspire staff.
- Ability to work collaboratively across all levels of the organization.
- Project management skills, with the ability to lead collaborative projects involving cross functional/multidisciplinary teams, and multiple stakeholders and partners.
- Demonstrate excellent critical thinking, decision making and problem-solving skills.
- Flexibility, organizational and time management skills and ability to work under a high-pressure environment.
- Strong working knowledge with MS Office applications (Excel, PowerPoint, Word)

## **ADDITIONAL REQUIREMENTS OF THE POSITION**

- Valid driver's license
- Automobile in good repair and insurance coverage as required by organizational policy
- Satisfactory police records search and vulnerable sector screening
- Satisfactory references
- Current CPR/First Aid certification