



Opportunity Profile

HUMAN RESOURCES MANAGER

FAIR HAVEN HOMES SOCIETY

NELSON/KRAFT
AND ASSOCIATES

POSITION SUMMARY

Fair Haven Homes Society provides senior housing and long-term care in Burnaby and Vancouver. Fair Haven's leadership is progressive, cutting edge and anticipates continued growth and expansion. Fair Haven is currently seeking a like-minded individual to join the team as an experienced Human Resources (HR) Manager.

This role is well suited to a strong HR generalist with a depth of experience who is able to roll up their sleeves and dive in. You are confident, self-reliant and possess a can-do attitude. You are resourceful and able to take the lead on various HR projects and tasks, while looking to bring efficiency and improvements to the systems in place. You value people, and take pride in creating a diverse, positive and fun work environment.

As the HR Manager, you will be responsible for managing and overseeing human resources and employee relations across the organization. Fair Haven has 400 active employees (full-time, part-time and casual) and works with two unions (BCNU and IUOE). Reporting to the CEO, the HR Manager oversees the core HR functions in support of the business strategy and operating objectives, and provides counsel on a broad spectrum of human resource matters including employee/labour relations, performance management, employee engagement, and workplace culture within a multisite context.





OUR STORY

Seniors Rental Housing

For 75 years, Fair Haven Homes has been providing below market rental housing to seniors 55+ and seniors with disabilities 50+ in Burnaby and Vancouver. Partnering with BC Housing and Mortgage Corporation, Fair Haven Homes develops housing that is community minded. Currently, our three apartment buildings provide 340 rental units.

Long-Term Care Homes

Fair Haven operates two long-term care homes, Burnaby Lodge and Vancouver Lodge, which provide around-the-clock professional care and support for seniors with complex health needs who are unable to remain at home. Burnaby Lodge offers 100 private suites and a 25-bed secured unit specializing in care for those with dementia. Vancouver Lodge offers 101 residential care beds, 88 private rooms and 6 double occupancy rooms as well as two dementia units.



OUR MISSION

Fair Haven provides homes that nurture community and quality of life for seniors.

OUR VISION

We believe in enriching the lives of the Fair Haven community by providing a safe, secure, inclusive and person-centered environment.

OUR VALUES

RESPECT – We believe in the unique dignity and worth of each individual.

PARTNERSHIPS – We believe in working together, and collaboratively involving residents, tenants, families, staff and volunteers in decisions.

DEDICATION – We appreciate the commitment and dedication of our staff, family members and volunteers.

DIVERSITY – We embrace principles that include respect for an individual's faith, spirituality, culture, sexual identity and gender orientation.

KEY RESPONSIBILITIES

- Provide advice, interpretation, coaching and guidance to the leadership team on people related matters, such as employee relations, employment law/collective agreement interpretations, complaints, investigations, employee performance, leadership development, pay and benefits, conflict resolution, absenteeism management, performance management, progressive discipline, HR documentation and terminations.
- Develop and implement the HR Plan that supports the strategic plans and new business initiatives including succession planning, leadership and employee development, change management, etc. whilst ensuring that all HR practices meet regulatory requirements.
- Partners with managers to help cultivate a positive work environment to enable a motivated and engaged workforce; help optimize employee retention through effective and proactive human resource programs and communications.
- Provide interpretation, advice and counsel to support effective resolution of people management issues that may require corrective action or progressive discipline, as required.
- Review and monitor attendance reports, support managers in implementing Attendance Management Programs, WSBC claims management, monitor LTD claims, and liaise and case manage Return to Work strategies within the Enhanced Disability Management Program.



- Ensure the timely communication and implementation of collective agreement changes, maintain positive communications with the unions, oversee the grievance process, and prepare documentation for mediation or arbitration, as required.
- Support the Joint Health and Safety Committee program, and work with the Committee Chairs to proactively identify training or improvements to ensure a safe and healthy work environment.
- Proactively respond to/facilitate responses to employees' questions or concerns regarding the collective agreement, vacation, sick time, pension and benefits, and long-term disability (LTD), etc.
- Manage the performance review process and continually develop it as necessary, while ensuring that reviews are carried out in a timely manner.
- Conduct regular reviews and verification of employee licenses and certifications to ensure compliance, and maintain appropriate records.
- Maintain employee personnel files, ensure that file documentation is complete, and that employee information is kept confidential.
- Manage the recruitment process, coach hiring managers in interviewing best practices, and develop interviewing tools, as needed.
- Manage the onboarding/orientation activities for new employees and lead the General Orientation Program. Review, assess and update the program, as needed.



- Conduct post-employment and exit interviews, when necessary.
- In consultation with managers as a group and for individual development needs, source external training as required. Monitoring training costs against budget.
- Develop, implement and maintain Human Resource policies.
- Maintain and analyze HR metrics such as grievances, absenteeism, turnover, etc. for trends, and make recommendations to develop strategies to address underlying issues.
- Be knowledgeable of industry leading best practices, and incorporate these into decision-making.
- Develop external community connections that support HR activities and objectives.
- Perform other duties, as needed.



SKILLS AND QUALIFICATIONS

- A minimum of 5 years of HR management experience including the full continuum of HR, with a focus on employee/labour relations.
- Undergraduate degree in Human Resources (or related discipline).
- Professional knowledge and experience of Residential Care or Health Care is preferred.
- CPHR certification is an asset.
- Strong knowledge of HR principles, policies and practices, including technical aspects of multiple HR disciplines and their impact on business and financial activities.
- Ability to analyze and interpret information contained in business related documents, effective writing skills for reports, business correspondence, policy development and effectively relay/present information accordingly.
- Ability to conduct employment related investigations and formulate practical resolutions.
- Demonstrated ability to build relationships, strong problem solving, facilitation and conflict resolution skills within a culturally diverse, multi-location work environment.
- Exercises judgment and uses discretion with highly confidential materials.
- Strong interpersonal skills with the ability to interact well with all employee levels, tactful and professional communication skills, and effective presentation skills.
- Detail oriented with excellent analytical and organization skills.
- Proficiency in MS Office Suite (Word, Excel, PowerPoint, Outlook) and HRIS databases.
- Ability to travel between sites.

SEARCH PROCESS

OUR SEARCH TEAM



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JEFF PITCHFORD LEADING THE SEARCH

Jeff is an accomplished Senior Executive, with over 25 years of leadership experience across the chemical manufacturing and food processing industries. He wears many hats including Business Consultant, Executive Coach, Board Member, Forum Chair and Birkman Certified Professional. Jeff specializes in leadership development and team-based business success. He is passionate about developing leaders and building high performance teams.



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MARK KRAFT SUPPORTING THE SEARCH

Mark is a trusted and sought-after executive search leader, with over 20 years of combined experience in the public and private sectors. Bringing a deep level of care and commitment to his clients, Mark has successfully led over 100 executive talent searches across Canada, for roles ranging from CEO to CFO, to COO. With his breadth and depth of experience, Mark has become a respected advisor and go-to expert for non-profit, charity, and faith-based organizations looking to source top executive talent.



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TIM WARKENTIN SUPPORTING THE SEARCH

Tim is a certified coach, strategic planning facilitator and Birkman consultant. He brings thirty years of leadership development experience as an effective partner with not-for-profit leaders and organizations. Tim's consistent contribution is successfully guiding a process to achieve the clarity and perspective necessary to reach strategic, operational and financial goals.

ESTIMATED SEARCH TIMELINE

While every search is dynamic and time frames are hard to predict, the following is an overview of the expected timeline for this search:

Location: Offices are in Burnaby and Vancouver, BC

Application Deadline: February 8, 2022 or until a suitable candidate is determined

Start Date: March 2022

HOW TO APPLY

Forward your resume and cover letter to info@nelsonandkraft.com.

To obtain a complete Opportunity Profile, please visit our [website](#).

Nelson/Kraft & Associates Inc. is an executive search firm specializing in the recruitment of executive management and fundraising personnel in the charitable sector. We work with a diverse group of not-for-profit organizations through the connection of colleagues in Vancouver, Calgary, Winnipeg, and Toronto.

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