



HR Generalist

Position:	HR Generalist
Contract:	Permanent full-time (35 hours per week)
Location:	355 Church Street/128A Sterling and other locations as required
Application Deadline:	May 5, 2021, 5.00pm
File Number:	HR #13-21– with cover letter and resume
E-Mail:	hrdep@familyservicetoronto.org
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Family Service Toronto (FST) helps people face a wide variety of life challenges. For over 100 years, we have worked with individuals and families destabilized by precarious mental health and/or socioeconomic circumstances, to achieve greater resilience and stability in more just and supportive communities. We achieve this through our direct service work of intervention and prevention which includes counselling, peer support and education; knowledge building; and system-level work including social action, advocacy, community-building and working with partners to strengthen the sector.

Reporting to the Human Resources Partner and Specialist, the Human Resources Generalist provides technical expertise and services to Family Service Toronto (FST) staff in the following key functional areas: recruitment and selection, onboarding and orientation, administering performance appraisal process, maintaining and developing HRIS, and HR administration. The Human Resources Generalist will work closely with the HR team to realize FST's strategic initiative of strengthening the FST team by having a healthy workplace fostering staff growth, connection, development, and engagement, and by the implementation of robust HR systems.

The Human Resources Generalist supervises the following positions:

- Volunteers and students

Please clearly identify how you meet the specific requirements outlined below.

RESPONSIBILITIES



Recruitment and Selection:

- Manage process to ensure vacancies are filled in a timely and cost-effective manner within budget.
- Prepare job postings for internal and external distribution in accordance with FST policy, procedures, and collective agreement.
- Implement diversity recruitment strategy and distribute job postings to diverse organizations.
- Support managers in preparation of job descriptions as required.
- Implement interview process as appropriate, including shortlisting of resumes, pre-screening of candidates, assisting with development of interview questions, participating on interview panels, scheduling interviews and reference checking.
- Provide recommendations to Hiring Manager about compensation levels for new hires to ensure internal equity and consistency within the department and throughout FST.
- Prepare employment contracts for new hires and internal changes in an accurate and timely manner
- Ensure all aspects of recruitment and selection processes are in compliance with FST policy, procedures, collective agreement, the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA), and other employment legislation.
- Prepare metrics to determine effectiveness of recruitment and selection processes.

Recruitment and Supervision of HR Co-op Students and/or Volunteers

- Liaise with Student Placement Coordinator and Volunteer Coordinator.
- Responsible for all processes related to the recruitment and placement of HR Co-op students and volunteers.
- Through the Director, HR and Volunteers, assign and supervise the day-by-day work of the students and/or volunteers.

Human Resources Administration

- Meet with new employees and conduct and administer onboarding/Payroll start-up and orientation
- Conduct accurate, comprehensive, and 'real-time' processing of employee information.
- Ensure timely receipt and processing of all required employee start-up and orientation documentation, employee change authorizations including transfers, increase and decrease in hours and resignation letters. Follow-up with managers and staff when required.



- Track work permit expirations dates and contract end dates and notify managers in advance.
- Administer exit interview process for non-management staff and prepare reports.
- Maintain in DocuShare all HR records including up to date employee files, all aspects of recruitment and selection process, grievances and investigations, and training and development records.
- Work with Payroll and Human Resources Analyst to prepare service award recognition staff list, seniority, and other reports.
- Provide information related to policies, procedures, practices, benefit entitlements, FSA policies and procedures, and the Collective Agreement.

Criminal Record Checks/Vulnerable Sector Checks (CRC/VSS)

- Administer and oversee the completion of necessary paperwork and verification of government-issued photo IDs
- Submit all requests to CRC service provider
- Make decision based on results and escalate when appropriate
- Ensure compliance with PIPEDA in administration of program

Performance Review System Administration

- Administer performance review system including the 360 degree process.
- Provide monthly, quarterly, and yearly updates regarding performance reviews to managers.
- Ensure accuracy of anniversary dates in keeping with Agency practice and collective agreement.
- Review appraisals to ensure Agency standards are maintained.
- Ensure merit increases are processed as required.
- Ensure review processes are understood by managers and staff.

Human Resources Information System (HRIS)

- Responsible for administration and development of the HRIS.
- Ensure data is accurately entered and maintained on the system.
- Provide advice, expertise, and on-going support to end users on the use of HR applications.
- Develop end user training documentation and train HR users on HR applications.
- Review and adjust standard operating procedures to function within the system.
- Review feasibility of implementation of electronic performance appraisal system.



- Test and troubleshoot new customizations to the system.
- Screen, audit and analyse data and provide meaningful information to aid in continuous system enhancement and effectiveness.
- Ensure accurate and comprehensive personnel and payroll information is provided to Payroll and Human Resources Analyst for the purpose of processing the bi-weekly payroll; ensure information is processed in accordance with relevant legislation and the collective agreement.
- Assist with the development and implementation of HR indicators and reporting in accordance with Agency requirements.
- Prepare regular and ad-hoc reports to the management team and finance department in conjunction with Payroll and Human Resources Analyst as required.
- Problem solve issues in conjunction with IT team, other departments, and external technical support.
- Participate in accreditation process and annual financial audit.
- Provide back-up to Director, HR & Volunteers and Payroll & HR Analyst as required.
- Participate in development of Agency Service Award and Staff Day programs

POSITION QUALIFICATIONS

- Post-secondary degree in Human Resources or related field; CHRP designation is an asset. Foreign credentials will be considered. Equivalent combination of experience and education.
- Minimum of 5 years of progressive experience in human resources and three years labor relations experience in a unionized environment.
- Demonstrated ability to interpret and advise on collective agreement, policies and practices related to recruitment and selection, employment legislation, labor and employee relations, and performance management.
- Demonstrated knowledge of relevant Human Resources best practices, principles and practices in employee engagement and retention, consultation and coaching, change management and working remotely.
- Demonstrated commitment to principles of social justice, anti-oppression, and equity and inclusion
- Ability to identify issues, solve problems and recommend creative solutions to complex situations (including those that are new).
- Strong initiative, judgment, discretion, self-motivation along with excellent time-management, multi-tasking, and organizational skills.



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- Ability to build rapport and maintain high level of credibility and integrity at all levels of the organization
- Highly developed interpersonal skills sufficient to be viewed as one to whom employees from all levels can approach and discuss matters that may be confidential and sensitive
- Demonstrated ability to maintain confidentiality
- Attention to detail and accuracy is critical to success.
- Excellent written, verbal and listening communication skills, including report writing.
- Demonstrated listening, consultation and conflict resolution skills
- Technologically savvy. Advanced MS Office Suite skills, experience with Human Resource Information Systems and familiarity with payroll systems
- Satisfactory criminal reference check with Vulnerable Sector Search completed within the past 12 months.

We actively encourage applicants from all equity seeking groups. Our goal is to attract, develop, and retain highly talented employees from diverse backgrounds allowing us to benefit from a wide variety of experiences and perspectives.

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and FST's Equity and Inclusion policy, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

We thank all applicants and will contact the individuals selected for an interview.

No phone calls please.