POSITION DESCRIPTION

Job Title: Director of Human Resources

Reports To: Chief Executive Officer

Approved: October 2014

Revised: October 2026, November 2025

Primary Function:

Under the direction of the Chief Executive Officer, the Director of Human Resources is accountable as a senior manager for Wesway. This position is responsible to initiate, develop, implement and maintain human resources programs and policies that meet legislative requirements and corporate goals; to manage the efficient operation of all aspects of human resources, including recruitment and selection, labour relations, collective agreement administration and negotiations, performance management systems, benefits and compensation administration, occupational health and safety, human resources information systems, training and development, and business relationships including contracted, outsourced and self-employed individuals in accordance with Wesway's philosophy, policies and procedures, applicable Ministry guidelines, relevant legislation and collective agreements. Advises, coaches and develops the human resource management skills of directors, department leads and supervisors, and advises senior management with regard to employee and labour relations matters as well as business relationships.

The Director of Human Resources will champion Equity, Diversity, and Inclusion (EDI) across all levels of the organization, ensuring that HR policies, practices, and programs reflect a commitment to cultural safety and inclusive excellence. This role will lead initiatives that foster a respectful and equitable workplace, support diverse hiring and retention strategies, and promote continuous education. The Director of Human Resources will collaborate with leadership and staff to embed EDI principles into organizational culture, aligning the agency's mission to serve diverse communities with compassion and integrity.

As a member of the Senior Management Team, the Director of Human Resources is responsible for effectively managing and allocating agency resources; establishing an annual planning process which involves the projection, allocation and delivery of human resources services; providing leadership for committees, working groups, and agency projects; and actively participating in the multi-disciplinary, senior management and leadership teams.

Leadership and Management:

The position requires proven leadership, management and supervisory knowledge and skills, including a capacity to bring energy and passion to the organizational culture; strong decision-making, interpersonal, teamwork and communication skills; planning, organization and delegation skills; and a proven ability to manage change.

An ability to develop and implement effective policies and procedures, operationalize best practices, conduct program evaluation and utilize information technology is also necessary.

As a Member of the Senior Management Team:

- Work collaboratively as a member of the Senior Management Team to facilitate the implementation of financial, operating and staffing plans, effectively using agency resources to achieve organizational goals
- Consult other directors and managers with regard to mutual problems and concerns, and actively seek their counsel and advice in decisions which may affect their management functions or require their expertise, input or opinion
- Coordinate area operations with due respect for the requirements and services of other areas
- Actively engage other members of the Senior Management Team with a spirit of collaboration and cooperation to address and resolve cross-agency issues and conflicts
- Cooperate with other members of the Senior Management Team on sensitive matters and emerging issues relating to actual or potential legal liability with respect to public or employee complaints or regulatory compliance

General Management:

- Manage the delivery of recruitment, selection, orientation and training, occupational health and safety, benefits and compensation administration, disability management program, labour relations and human resources information system services for the organization.
- Ensure that human resources services and programs are delivered in accordance with legislative requirements, professional best-practices and organizational directions
- Lead the integration of EDI principles into all HR functions, including recruitment, performance management, training and policy development
- Provide consultation and advice to the Chief Executive Officer and to members of the Senior Management team in all Human Resources functions including the ongoing human resources needs of the organization. Develop and administer programs, procedures and guidelines to help align the workforce with the strategic goals of the organization. Also act as a resource in analysis and response to emerging issues related to employment and occupational health and safety legislation and regulations
- Review and administer the compensation and benefit plan; review and monitor benefit coverage; maintain pay equity as per legislative requirements

- Develop the Human Resources components of the annual budget plan, including control and monitoring of the applicable budgets
- Recommend and implement strategies to meet short and longer-term organization needs and demands to attract, retain, train and develop employees
- Recommend and retain the services of outside advisors and work in conjunction with legal advisors and external consultants as appropriate to avoid litigation or mitigate liability in managing particularly difficult or specialized employee and labour relations
- Act as a resource to the Chief Executive Officer, senior management and relevant committees in the administration and direction of Wesway and in the formulation of policies
- Develop organizational policies and procedures, as directed by the Chief Executive Officer
- Develop and maintain progressive business relationships with government representatives, such as Ministry of Labour and WSIB, to facilitate communications and assistance in management of incidents, claims and inspections
- Initiate and chair committees, task groups and other meetings as required, both internally and externally

Human Resources Management:

- Coordinate the development, review and monitoring of all human resources policies and procedures, including areas such as screening, training, employee relations, salary and benefits, vacation and overtime, ensuring they are developed in accordance with all legislation
- Audit, monitor and evaluate contracted and outsourced services, such as group health benefits plans and EFAP, and recommend and implement modifications to meet organizational needs or legislative changes. Negotiate with brokers/carriers as required to maintain competitive services and pricing
- Advise management and supervisors with regard to the appropriate interpretation, application, and administration of organizational policies, the Collective Agreement, as well as employment and labour relations legislation affecting recruitment, selection, employment, retirement and termination of employees
- Coach and mentor directors, managers and supervisors with regard to best practices in management of human resources issues such as performance, disability and return to work, workplace conflicts, employee development and training
- Chair labour relations committees and all related labour relations committees/initiatives
- Develop and maintain professional and progressive business relationships with union representatives
- Research alternatives and solutions with regard to employee and labour relations issues, develop and recommend appropriate strategies for resolution, and effectively negotiate agreements with individuals and employee representatives
- Negotiate the collective agreement renewal as the lead negotiator; research and prepare for negotiations

- Establish protocols, standards and procedures that promote co-operative union/management relations and good employee relations by advising, coaching and guiding managers, supervisors and human resources staff in the fair and equitable administration of the collective agreement, performance and disciplinary systems, legislated requirements and organizational policies
- Recommend, manage and monitor employee disciplinary action, ensure supervisors and managers are appropriately supported in conducting disciplinary interviews, and discipline meetings and union grievance meetings
- Conduct union grievance meetings
- Recommend, manage and monitor Wesway's Health and Safety Program to ensure compliance with legislative requirements
- Manage the Disability Management Program
- Stays current regarding legislation and recommends best practices to management and supervisors with regard to the appropriate interpretation, application and administration of contracted, outsourced and self-employed individuals
- Establishes protocols and standards such as contracts, and policies and procedures, to guide the organization in the administration of contracted, outsourced and self-employed individuals
- Network with colleagues in the human resource community to access and share experience-based learning and for the exchange of ideas and resources

Supervision:

- Supervise, coach and mentor reporting staff to develop an effective human resources team to meet organizational needs including recruitment, screening, selection, performance management, discipline and termination of report staff
- Evaluate the performance of human resources staff and develop and review objectives on an annual basis
- Ascertain training needs for assigned staff and ensure that staff training opportunities are provided as required and are available
- Provide for cross-training and development opportunities within the department to ensure coverage and back-up in all areas and functions

Training and Professional Development Responsibilities:

- Actively pursue relevant training opportunities related to professional learning needs as identified in the performance review process
- Attend conferences, seminars and workshops as related to established professional goals
- Remain knowledgeable of best practices, current trends and new initiatives in areas of Human Resources, leadership, management and supervision
- Participate in interagency committees, projects and activities as required
- Improve the effectiveness and efficiency of services through collaboration with other community agencies
- Keep abreast of new developments and trends in human resource management through participation in professional associations and professional development opportunities, as well as review of professional literature

Finance and Statistics:

- Manage, oversee and audit record-keeping, tracking, and reporting systems related to Human Resource legislated and organizational requirements
- Manage budgets related to Human Resources
- Approve expenditures within the limits of designated budget areas
- Act as a fully authorized signing officer for Wesway

Risk Management:

- Advise the Chief Executive Officer on risk management and other matters affecting the integrity and exposure to the liability of the Corporation
- Assess incidents of a serious nature, interpret Ministry policy and directions, and manage associated implications for the organization, as directed by the Chief Executive Officer
- Perform workplace inspections and employee safety observation; correct substandard acts or conditions; conduct accident investigations
- Initiate and conduct internal investigations as appropriate in response to serious incidents or grievances. Act as a mediator for internal disputes

On-Call:

- Required to be available to address emergency Human Resources-related situations after office hours, on weekends and during any office closures

Other:

- Perform all other duties as assigned

Qualifications:

- University degree in Human Resources from a recognized university, and five to eight years' experience, including progressive human resources management/generalist experience and one to three years in a senior leadership role
- Current CHRL designation, in good standing
- Previous supervisory experience
- Previous Human Resources management experience in a unionized environment
- Demonstrated experience in leading EDI initiatives within a healthcare or human services setting
- Proven leadership capabilities with respect to the ability to conceptualize and recommend changes to meet organizational development targets and objectives
- Strong organizing skills, proven project management skills and demonstrated experience in the successful and timely implementation of new initiatives and organizational change
- Ability to work with a high degree of integrity and professionalism in effective interaction at all levels of the organization and in representing Wesway to external parties
- Strong interpersonal skills, coaching and mentoring skills

- Excellent verbal, presentation and written communication skills
- Demonstrated negotiating skills and experience in leading collective bargaining negotiations and administration of collective agreements. Training and/or experience in interest-based problem resolution is an asset
- Applied knowledge of relevant employment and labour legislation
- Must be competent within the meaning of the Ontario *Occupational Health and Safety Act* and the Regulations pursuant to it
- Must work in compliance with the provisions of the Ontario *Occupational Health and Safety Act* and the Regulations pursuant to it
- Current Certification under the Ontario *Occupational Health & Safety Act*, or ability to obtain Certification within a reasonable period following employment
- Working knowledge of Microsoft Office
- Valid driver's license and access to a reliable vehicle is required
- Able to work flexible hours (evenings and weekends) as required