

TITLE: Human Resources Advisor	CLASSIFICATION: Band 2
POSITION NUMBERS: 00111918, 00125119	SUPERVISOR TITLE: Director, Human Resources

CONTEXT

The Office of the Representative for Children and Youth hosts a Corporate Shared Services unit supporting two offices of the Legislature: the Office of the Representative for Children and Youth and the Office of the Human Rights Commissioner. The services provided under the memorandum of understanding include finance, facilities, information technology and privacy, and human resources.

The Representative for Children and Youth (RCY) provides advocacy support to people dealing with the child and youth service system, monitors and reviews government services to children and youth and reviews and investigates selected deaths and critical injuries of children and youth who are receiving services, with a particular focus on First Nations, Métis, and urban Indigenous children and youth. The Office of the Human Rights Commissioner (OHRC) promotes and protects human rights through research, policy development, and public inquiries into issues of systemic discrimination.

RCY and the OHRC share the values of promoting dignity and respect and upholding the rights of marginalized individuals and communities. The offices are committed to ensuring that policies, procedures and practices are rights-based, culturally attuned and agile. We honour the unique backgrounds, viewpoints, rights and beliefs of children, youth and adults; everyone is treated with dignity, equality and trust.

JOB OVERVIEW

The Human Resources Advisor provides specialist advice on the interpretation and application of HR legislation, policies and procedures and the Terms and Conditions of Employment for Excluded Employees. The Advisor also provides advice, options and recommendations to management staff in matters relating to recruitment, retention, performance management, professional development, illness and disability management, and occupational safety and health. The Advisor supports and/or leads the development and implementation of organizational development projects and special initiatives.

ACCOUNTABILITIES

- Provides guidance, advice, consultation and information to management as first point of contact

regarding HR policies, procedures and resources, interpretation of Terms and Conditions of Employment for Excluded Employees and other HR legislation and policies

- Provides advice and takes action in partnership with management on a variety of sensitive human resources issues, including but not limited to disability case management, performance management and attendance management.
- Identifies and escalates relevant employee issues to the Director, Human Resources for resolution
- Researches and analyzes workforce trends in order to identify issues and recommend strategies to meet the business and operational needs of the Office
- Consults with Executive and Management teams to identify, develop, and recommend strategies in support of key human resource recruitment and staffing priorities
- Leads the recruitment process for positions at all levels within RCY. Competition management may include writing job profiles, developing or guiding the development of evaluation tools, leading panels and ensuring consistency of recruitment and staffing best practices within RCY and ensuring the transparent documentation of the end to end competitive process used for in-service inquiry and audit purposes.
- Provides advice on salary eligibility in accordance with established terms
- Leads the implementation of RCY-wide programs that take into account broader corporate people management practices and the Office's organizational needs
- Works closely with senior management to develop workforce/human resource plans that align with medium/long-term business needs
- Provides support to management to ensure the effective implementation of a number of corporate and ministry-specific programs
- Develops and implements communication strategies and other mechanisms to ensure RCY management and staff are apprised of corporate human resource programs and initiatives
- Researches best practices, trends and emerging issues while continuously developing expertise in the practical application of Human Resource policies and procedures; develops/modifies policies and procedures as required
- Leads and mentors team members, allocates work and monitors adherence to work procedures and policies.
- Develops and delivers training to diverse employee groups.
- Performs other related duties and special projects as and when required.

JOB REQUIREMENTS

Education and related experience

Post-secondary degree in a related field (e.g. human resources, public administration, business administration) or equivalent combination of education and experience.

At least three years recent experience providing professional human resources advice and services including:

- Providing consultative advice and expertise on HR matters to managers and supervisors in the areas of labour relations, performance management, classification and compensation, recruitment and professional development
- Working with managers and/or supervisors to address and resolve complex issues such as employee misconduct, conduct- related performance, and labour relations aspects of health- related employee issues
- Interpreting HR legislation, policies and procedures, and terms and conditions of employment
- Negotiating and resolving conflict situations with the intent to develop mutually acceptable conditions
- Applying an understanding of rights-based approaches and the principles of reconciliation in relation to the provision of human resources services to an organization
- Experience applying HR legislation and policy in a public service environment.

In order to achieve a representative team, preference may be given to applicants with lived experience relating to the work of the Offices. **We encourage applicants to share this information in their application.** Applications are held in strictest confidence.

Please note that applicants must be able to successfully meet RCY security screening requirements which include a criminal records check and *Criminal Records Review Act* (CRRA) check

Knowledge Skills and Abilities

- Ability to communicate effectively both orally and in writing, using a variety of communication tools (telephone, email, Live Meeting, Communicator, for example) and to make presentations, both formal and informal, to management and colleagues.
- Ability to build collaborative and effective working relationships with management and colleagues.
- Ability to listen, understand and respond effectively to requests and issues.
- Ability to influence management and colleagues.
- Ability to work effectively as part of a team and to promote a culture of teamwork, collaboration, integration and alignment, as well as work independently.
- Ability to conduct research and apply analytical skills.
- Ability to maintain positive and professional relationships with internal/external stakeholders and other agencies and individuals.

COMPETENCIES

- **Self-discovery and Awareness** means understanding one's thoughts, feelings, values, and background and how they impact the success of the interaction and relationship, or how they may influence one's work.
- **Indigenous-Centred Service Approach** is a desire to serve Indigenous peoples, focusing one's efforts on understanding their interests in order to increase the quality of the service and produce better outcomes.
- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people.
- **Empathy** is the ability to recognize, understand and directly experience the emotion of another.
- **Conflict Management** is the ability to develop working relationships that facilitate the prevention and/or resolution of conflicts within the organization.
- **Problem Solving/Judgment** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions
- **Commitment to Continuous Learning** involves a commitment to think about the ongoing and evolving needs of the organization and to learn how new and different solutions can be utilized to ensure success and move the organization forward.
- **Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job.
- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others
- **Integrity** refers to actions that are consistent with what one says are important. People with integrity "walk the talk" by communicating intentions, ideas and feelings openly and directly, and welcoming openness and honesty even in difficult negotiations.
- **Relationship Building** is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages.
- **Listening, Understanding and Responding** involves the desire and ability to understand and respond effectively to other people from diverse backgrounds.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.

For more information on competencies, see:

[BC Public Service competency resource page](#)
[Indigenous relations behavioural competencies](#)