



TITLE: Human Resources Coordinator	CLASSIFICATION: Clerk 14
POSITION NUMBER: 00091563	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

Reporting to the Director, Human Resources, the Human Resources Coordinator coordinates full-cycle recruitment activities for the Offices and supports a variety of programs and initiatives related to organizational development, employee engagement, and strategic workforce planning, and provides advisory, generalist and technical human resources services.

ACCOUNTABILITIES

- Coordinates full cycle recruitment and selection processes for the Offices including updating job profiles and postings, assisting in developing and updating selection and recruitment materials, tools and products, acting as first point of contact with potential applicants, coordinating and administering assessments, scheduling interviews, drafting and issuing all

competition notifications, liaising with applicants throughout the recruitment process, drafting offer letters and coordinating new hire paperwork

- Provides input into procedural improvements to streamline HR processes including identifying problems, limitations or inefficiencies and recommending solutions for efficiencies and best practices
- Develops and maintains tracking and monitoring systems to ensure proactive updates, notifications, and timely processing, probationary periods, leaves, temporary assignments, substitutions and secondments, breaks in service, etc. and advises HR Advisor or Director, HR of any action required
- Inputs and manages all data on all matters related to staffing (e.g., create/update position numbers)
- Periodically liaises with hiring managers and executives and escalates human resources issues when necessary to the Advisor or Director and provides documentation recommending potential solutions
- Assists in the research and development of human resources materials and programs
- Develops human resources content in alignment with core HR policy and other relevant corporate human resources frameworks and for relevant websites (e.g., careers page).
- Coordinates training initiatives including liaising with facilitators to ensure organizational training needs are met
- Drafts various human resources documents including offer/probation/ salary increase letters, temporary appointment agreements, organization charts, salary spreadsheets, responses to requests for HR-related information and any other human resources materials or notifications
- Coaches client offices on the use of various HR self-serve functions/applications and forms where appropriate
- Audits all competition files for completeness before off-siting
- Creates or runs reports related to HR Analytics, updates PeopleSoft
- Monitors and supports employees and managers in the completion of employment-related documentation such as on-boarding, pre-retirement leaves, retirement, benefits claims, illness and injury, long term disability, return to work programs, and end of employment documentation
- Coordinates and maintains HR-specific guides, manual and forms, acting as subject matter expert and providing administrative services as needed
- Produces reports from CHIPS and liaises with the Payroll and Finance Officer to ensure accuracy and anticipate and share impact of position management changes on payroll
- Maintains up-to-date knowledge of job requirements through activities such as participating in information sessions, training and working groups; and through review of related policy, procedures and information

Performs other related duties as required.

JOB REQUIREMENTS

Education /Experience

- Post-secondary degree or diploma in a related field and at least one year of recent related HR advisory and/or technical experience. An equivalent combination of education and experience will be considered
- Experience with the Corporate Human Resources Information and Payroll System (CHIPS) including creating and updating employee, job and position data, producing and running reports, entering training information
- Experience working with HR concepts, theories legislation, best practices and policies in the areas of recruitment, selection, performance management, employment benefits, disability case management, labour relations, and training and development
- Successful experience dealing with sensitive and confidential HR issues
- Experience providing HR services in a public sector environment
- Applying an understanding of rights-based approaches and the principles of reconciliation in relation to the provision of human resources services to an organization

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 (CRRRA)* check

Knowledge Skills and Abilities

- Demonstrated ability to communicate effectively, both orally and in writing with all levels of staff and management
- Demonstrated ability to conduct business of a confidential nature, using tact, diplomacy and good judgement
- Demonstrated ability to establish and maintain effective working relationships with a variety of individuals, at all levels of authority
- Demonstrated ability to organize a diverse and fluctuating workload effectively and independently while keeping the HR Advisor and Director, HR informed of significant issues
- Demonstrated ability to research, reference, interpret and apply RCY and BC Public Service Agency policy, Terms and Conditions of employment, and employment legislation and to recommend an appropriate course of action
- Proficiency in MS Word, Excel, Outlook and PowerPoint
- Excellent judgement, tact and reliability

BEHAVIOURAL 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.
- **Planning, Organizing, and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans.
- **Improving Operations/Innovation** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups.
- **Problem-Solving and Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **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. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **Developing Others** involves a genuine intent to foster the long-term learning or development of others through coaching, managing performance and mentoring.
- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others.
- **Listening, Understanding and Responding** involves the desire and ability to understand and respond effectively to other people from diverse backgrounds.

For more information on competencies, see:

[Competencies in the BC Public Service](#)

[BC Public Service competencies list](#)

[Indigenous relations behavioural competencies](#)