



REPRESENTATIVE FOR CHILDREN AND YOUTH

Job Profile

TITLE: Human Resources Coordinator	CLASSIFICATION: Clerk 15
POSITION NUMBER: 00091563	SUPERVISOR TITLE: Human Resources Advisor

ORGANIZATIONAL CONTEXT

The Representative for Children and Youth (RCY), an independent officer of the B.C. Legislature, works to influence positive change to B.C.'s child-, youth- and young adult-serving systems. The Representative's Office is mandated to provide direct advocacy support to children and youth who are connected to the child and youth service system; to monitor and review government services for children and youth; and to review and investigate deaths and critical injuries of children and youth in B.C.

Two interconnected priorities for RCY are to: 1) identify and advocate for ways to address the over-representation of First Nations, Métis, Inuit and Urban Indigenous children and youth in government care and connected to child welfare services; 2) meaningfully and ethically engage with children, youth, young adults and the community members who care about and for them to enhance RCY's understanding about their lived and living experience, especially with systems of care.

To support these priorities, RCY is committed to becoming a more culturally aware and agile organization, integrating Indigenous ways of knowing and being into our daily practice, and ensuring that our work highlights concerns with and opportunities to improve the experience of and outcomes for First Nations, Métis, Inuit and Urban Indigenous children and youth in need of services.

The Office of the Representative for Children and Youth hosts a Corporate Shared Services unit supporting B.C.'s Office of the Human Rights Commissioner (BCOHRC). BCOHRC exists to address the root causes of inequality, discrimination and injustice in B.C. by shifting laws, policies, practices and cultures. They do this work through education, research, advocacy, inquiry and monitoring. The shared services provided include finance, facilities, information technology and privacy, and human resources.

RCY and BCOHRC 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.

JOB OVERVIEW

Reporting to the Human Resources Advisor, the Human Resources Coordinator is responsible for coordinating full-cycle recruitment activities for the Offices and supports the administration of a variety of programs and initiatives related to human resources processes, services and projects, including training and development, employee onboarding, data entry and record keeping. The Human Resources Coordinator provides advice and assistance related to routine interpretation and application of HR related information, including the terms and conditions of employment and related legislation, policies and agreements. This position also provides general or ad-hoc support to the human resources team and performs other related duties as required.

The HR Coordinator is a keen problem solver with excellent written, verbal and interpersonal communication skills. This position remains adaptable in a fast-paced and evolving environment, bringing strong administrative, organizational and time management skills to the HR team.

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 employee onboarding including coordinating new hire paperwork
- Provides advice and assistance related to routine interpretation and application of HR related information, including the terms and conditions of employment and related legislation, policies and agreements and escalates complex inquiries to the Human Resources Advisor as appropriate
- Inputs and manages data on all matters related to staffing into the human resources database or other tracking mechanisms
- Drafts various human resources documents including offer, probation completion and salary increase letters, temporary appointments and organization charts
- Develops and maintains tracking and monitoring systems to ensure proactive updates, notifications, and timely processing of transactions including probationary periods, leaves, temporary assignments, substitutions, secondments and breaks in service, and notifies the HR Advisor of any action required
- Drafts responses to requests for HR-related information and any other human resources materials or notifications. Searches and compiles information from a variety of sources (e.g.,

managers, office service plans, policies and legislation, databases and the internet) in response to requests

- Escalates human resources issues when necessary to the Human Resources Advisor and recommends potential solutions
- Assists in the research and development of human resources materials and programs
- Develops human resources content for guidance documents or websites in alignment with core HR policy and other frameworks relevant to the offices (e.g., decolonization; human-rights based approach; equity, diversity and inclusion)
- Coordinates training initiatives including liaising with facilitators to ensure organizational training needs are met
- Provides administrative coordination of the human resources team, including scheduling meetings, taking minutes, preparing agendas, and maintaining calendars and team OneNote
- Coaches client offices on the use of various HR self-serve functions/applications and forms where appropriate
- Manages human resources records including auditing files for completeness, offsiteing files and monitoring/implementing final disposition
- Coordinates and maintains HR-specific guides, manual and forms, acting as subject matter expert and providing administrative services as needed
- Provides input into procedural improvements to streamline HR processes including identifying problems, limitations or inefficiencies and recommending solutions for efficiencies and best practices
- Produces reports from PeopleSoft and/or HR Analytics and liaises with appropriate staff to ensure accuracy
- Maintains up-to-date job-related knowledge 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 (e.g., human resources, business or public administration, organizational psychology, social sciences) and at least one year of recent* related experience. An equivalent combination of education and experience may be considered.

Related experience includes the following:

- Experience working with HR legislation, policies, and/or best practices
- Experience coordinating recruitment/hiring processes
- Experience tracking and maintaining data
- Experience assessing and responding to verbal and written service requests

- Working with Microsoft Office suite, as well as other platforms including Skype, Zoom and Microsoft Teams
- Experience working in a confidential capacity with integrity and discretion.

*Recent experience must be within the last five years.

Please review the job ad for this position for additional information including preferences which may be applied.

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
- Keen eye for detail and methodical approach to ensure thoroughness
- Demonstrated ability to conduct business of a confidential nature, using tact, diplomacy and good judgment
- 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, BCOHRC 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.

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.
- **Planning, Organizing, and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans.
- **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.
- **Listening, Understanding and Responding** involves the desire and ability to understand and respond effectively to other people from diverse backgrounds.
- **Initiative** involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions.
- **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.

For more information on competencies, see:

[Competencies for Interviews & Hiring - Province of British Columbia](#)
[Indigenous Relations Behavioural Competencies - Province of British Columbia](#)