

Responsible To

The Employee Services Manager shall report directly to the Director of Operations.

Job Summary

Under the direction of the Director of Operations, the Employee Services Manager is responsible for managing transactional human resources and administrative functions for all departments. The Employee Services Manager supervises the Employee Services Assistant and the Reception Assistant.

Responsibilities

1. Transactional Human Resources

- Manages employee attendance, including WSBC claims, disability management, and graduated return to work.
- Liaises with Disability Management Institute (DMI) and NACL's Finance/Payroll Departments as required.
- Manages Early Intervention Program (EIP) referrals and follow-up correspondence/communications.
- Manages Long-Term Disability (LTD) administration, including information gathering, claim submission, and follow-up communications.
- Assists with health and welfare benefits management.
- Manages Microsoft 365, ComVida, and ShareVision applications for onboarding/existing employees.
- Manages Posting Tracking, HR changes, and employee correspondence.
- Manages ComVida scheduling and call-out, including changes based on employee tracking records.
- Liaises with the Onboarding Team and assists with onboarding functions, including participating in screening/interviewing as needed, collecting/verifying initial conditions of employment, and processing orientations.
- Monitors existing employees' ongoing conditions of employment (i.e. first aid, criminal record checks, driver's licenses).
- Manages Ministry of Children and Family Development (MCFD) clearances and the Self Reporting Audit Tool (SRAT) related to NACL's youth programs.
- Monitors staff training, including competency training.
- Manages HR files, data, and records.
- Manages procedural documents in collaboration with the Executive Assistant.
- Sends HR-related communications as needed.
- Monitors and reports on agency-wide performance management, while also managing the performance of employees under this position's supervision.

2. Office Management

- Assists with the general maintenance and upkeep of the administration office (i.e. equipment, supplies, physical environment).
- Manages reception and front office functions.
- Provides general administrative support.
- Supervises the Employees Services Assistant and the Reception Assistant in carrying out their duties.

3. HR Reporting

- Assists with drafting the annual Human Resources Report, and drafting/implementing the annual HR Plan.

4. Health and Safety:

- Supports the Occupational Health and Safety (OH&S) Committee as required.
- Monitors WorkSafeBC claim information, reconciling with staff incident information in ShareVision.
- Assists with compiling statistics, analyzing health and safety information for trends, and provides Senior Management with a summary report twice annually.
- Assists with drafting the annual Health and Safety Report.
- Assists with annual WorkSafeBC Certificate of Recognition (CoR) audit preparations.

5. CARF Accreditation

- Assists with CARF Accreditation Survey preparation every three (3) years.

Qualifications

- Five (5) years in administrative and human resources management and/or a degree in Business Administration preferred, or a combination of related education/experience can be considered.
- Supervisory experience.
- Extensive knowledge of office systems and procedures.
- Experience in staff scheduling, human resources, and quality assurance.
- Extensive experience with data and file management.
- Experience with and knowledge of Microsoft 365, SharePoint, Word, and Excel.
- Experience with various payroll and HR information management systems.
- Experience with ComVida Employee Management and ShareVision Information Management Systems is an asset.
- Excellent written and oral communication skills.
- Work experience with people with diversabilities, and demonstrated suitability to promote dignity, independence, and community inclusion of the people served by the Association.
- High standard of professionalism.

Conditions of Employment

- Valid BC Driver's License.
- Criminal Record Search upon commencement of employment and every five (5) years thereafter, providing clearance to work with vulnerable persons.
- TB test with a negative result (per the Residential Care Regulation).
- Flu shot or preventative measures as mandated by the Ministry of Health – Community Care Licensing.
- COVID-19 vaccinations as mandated by Public Health Order.

Other

- The Employee Services Manager is not required to be a member of the employees' union.

Reviewed

- March 2024