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Mental Health
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THE FUTURE OF MENTAL HEALTH



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JOB POSTING

Position: Operations & Human Resources Manager

Application Posting Date: January 2, 2020

Application Close Date: January 20, 2020

POSITION DESCRIPTION:

Stella's Place is an innovative mental health service for young adults (16-29 years). We are at a critical and exciting stage in our growth – we have laid the foundation and infrastructure for a new and engaging model of mental health care for young adults and are now delivering services (at Stella's Place, online, and in collaboration with key partners in Toronto), seeing results, and changing lives.

We are seeking an experienced Operations & HR Manager who will be responsible for ensuring that Stella's Place internal operations are efficient, compliant, and safe, and all staff have the resources they need to perform their functions in support of the mission of Stella's Place. As a member of the Management Team, the Operations & HR Manager contributes to organizational planning and operational excellence with a specific focus on HR, facilities, office systems, and internal process improvements. Day-to-day, the Operations & HR Manager provides operational oversight for Stella's Place facilities (two separate locations) and office systems, provides HR services & administrative support to staff and supervises/coaches the Operations Coordinator.

This unique role encompasses both participation in high-level decision-making as well as hands-on administrative tasks. It requires strong leadership skills, flexibility, and commitment to striving for excellence across the organization. The Operations & HR Manager will identify, document and respond to internal operational issues and ensure they are addressed either by operations staff or through a collaborative approach with functional team managers and staff. The Operations & HR Manager also collaborates with other managers and team members at Stella's Place and external vendors.

This position will appeal to those who want to work in a small community-based organization that is growing – and where you will be able to contribute to change efforts and see the impact of your work. You are someone who is a master at managing multiple deadlines and multiple internal customers in a fast-paced environment. You are collaborative and diplomatic, and demonstrate exceptional judgement when evaluating solutions and making decisions. You have superior verbal and written communication skills and exceptional Google drive and office skills

KEY FUNCTIONS AND RESPONSIBILITIES

Human Resources (35%)

- Develops HR annual improvement plans in collaboration with management team
- Manages implementation of organization wide HR service delivery to ensure sound methodology of planning, resourcing, organizing, objective setting and deliverables for a given project (e.g. training, performance and time management implementation)
- Manages the day-to-day employment life cycle processes including recruitment, onboarding, training and development, performance management, attendance management, discipline and termination
- Collaborates with managers to ensure accommodation needs are documented and responded to effectively
- Ensures that HR complaints are responded to according to policy and regulatory requirements
- Ensures HR processes are compliant with all relevant labour and employment legislation
- Develops and implements process improvements and policy changes to enhance HR services
- Develops and trains leaders to provide effective support and coaching to employees
- Promotes positive employee relations and wellness supporting practices by proactively addressing workplace issues, coaching employees, conducting culture audits and implementing action plans
- In conjunction with the Leadership Team, assesses total compensation including rewards and incentives to support effective employee recognition and retention
- Manages and oversees payroll processing, and benefits programs, working with Finance Team and benefits broker
- Ensures the security and confidentiality of all official HR records
- Manages HR -related vendor contracts, including renewals, quality monitoring and improvement (e.g. Benefits, Occupational Health/WSIB, Payroll services)
- Participates in organizational committees (e.g. Social Committee, Joint Health and Safety Committee)

Facilities and Office Management (35%)

- Develops annual Facilities and IT plan in collaboration with management team
- Develops, manages and monitors operations budget elements related to facility, office and IT services
- Ensures adequate office systems (e.g. computers, phones, printers, network) are in place to support the organization's current needs; coordinates repair/support for systems that are in disrepair or are not functioning optimally
- Manages vendor and contractor relationships pertaining to facilities, office, IT, insurance policies and products
- Plans for future office system needs; researches new technologies and alternative methods of efficiency
- Maintains relationships and acts as the main point of contact with property management personnel, landlord, City of Toronto, and service contractors for all Stella's Place sites
- Develops emergency response plans in collaboration with management team, and responds to security and other priority facility issues
- Oversees facility layout and ensure personnel have the office / space / equipment (desk, chairs, computers, etc.) requirements to fulfill their roles
- Manages and oversees staff relocation processes (e.g. moving offices, between buildings)

- Ensures that adequate and up-to-date fire and security systems are in place; ensures cleaning and security contractors meet requirements (safe/clean workplaces)
- Responds to staff supply needs and assesses against budget / cost constraints; oversees inventory, distribution of goods / supplies, petty cash requests, etc.
- Collaborates with other Managers to respond to changes affecting facilities and provision of office services, including onboarding new employees, ordering supplies, setting up training for security system, phones, printers, etc.
- Provides oversight for IT service and support delivered by vendor to ensure needs addressed proactively

Coaching and Supervision (15%)

- Provides regular coaching to Operations Coordinator to ensure they have the support they need to perform to expectations and develop in their role
- Supervises Operations Coordinator in carrying out administrative tasks related to facility and office management, including procurement/purchasing under \$500
- Supervises HR systems/process/documentation as carried out by Operations Coordinator (payroll changes, personnel record keeping, hiring, onboarding processes, etc.)
- Engages and supervises project contract personnel (e.g. Policy writer)

Other / Special Projects (15%)

- Prepares for and participates in bi-weekly Management Team meetings and monthly staff meetings
- Provides project-specific financial coordination (e.g., during audits, documentation relating to facility management and budgeting)
- Receives and works to resolve recommendations from Joint Health and Safety Committee
- Leads projects related to organizational practices quality improvement planning

QUALIFICATIONS

- Prior experience (3+) as an Operations & HR Manager, or a related role with specific experience in facilities management, human resources and internal office services and support
- Experience working in a community-based service agency or Non-Profit (asset)
- Knowledge gained from working in mental health sector and/or lived experience of mental health services (asset)
- Experience in organizational effectiveness and in implementing operations management best practices
- Experience planning, implementing, managing, and communicating organizational change (specifically related to HR, facilities and office/administration processes and services)
- Supervisory experience

EDUCATION AND CERTIFICATIONS

- University and/or College degree or diploma (Bachelor's degree or above preferred)
- Professional certification in not-for-profit leadership (asset)
- HR certification (asset)
- Certification with Provincial Occupational Health and Safety (asset)

JOB STATUS AND HOURS

- Full-time permanent position
- Hours are Monday-Friday (primarily 9 a.m. to 5 p.m.), however, occasional flexibility regarding hours (especially evenings) is essential
- We offer a competitive salary and benefits package
- You will report to, and have regular communication, coaching, and professional development with the Executive Director

APPLICATION PROCESS

Interested and qualified candidates are invited to apply by email to sghoraishi@stellasplace.ca by January 20, 2020. Please note that we will be conducting preliminary phone screenings on a rolling basis and aiming to hold in-person interviews on January 27-29. Please indicate in your application whether you have a conflict on any of these dates.

Note: Only applicants who indicate their availability for an interview on January 27th-29th and those who include cover letters will be considered.

We thank all candidates for their interest. We regret that only those selected for an interview will be contacted.

DIVERSITY, EQUITY, AND ACCOMMODATION

Stella's Place is committed to having a workforce that is reflective of the diversity of the City of Toronto in general and of our participants in particular. We strongly encourage applications from: racialized persons, indigenous persons, persons with disabilities, persons of minority sexual orientation or gender identity, and all those who can provide different perspectives and contribute to diversification at Stella's Place.

Stella's Place is committed to hiring practices that are inclusive and barrier free. Stella's Place will provide reasonable and appropriate accommodation during all stages of the hiring process in accordance with the Ontario Human Rights Code in order to ensure the equal and fair assessment of all job applicants. Applicants are asked to make any accommodation request in advance.