



Young Adult
Mental Health

JOB POSTING

POSITION TITLE: HR & Operations Admin Coordinator

LOCATION: Toronto - in office and temporarily home based due to COVID-19

APPLICATION CLOSING DATE: July 30, 2021

ORGANIZATION:

Stella's Place focuses on integrating peer support with evidence-based treatment using modalities such as DBT, mindfulness-based stress reduction, counselling, whole health, and recovery supports. Every program has been co-designed by young adults and content experts at Stella's Place, in order to support young adults who are struggling with their mental health.

Mission: Partnering young adults and professionals to provide a collaborative, innovative model of mental health services.

Vision: Healthy, resilient young adults living the lives they choose.

Values: At Stella's Place, we fundamentally value the capabilities and contributions of young adults, as we seek breakthrough innovations that benefit our community and society as a whole. We also value:

- Inclusiveness, diversity and equity
- Accessibility and a sharing of knowledge
- Creativity along with a strengths-based approach

POSITION DESCRIPTION:

We are seeking an experienced HR & Operations Coordinator who will support Stella's Place staff to perform their functions in support of our mission. The HR & Operations Coordinator will contribute to ensuring that Stella's Place's internal operations are efficient, compliant, and safe, and all staff have the resources they need to perform duties. Reporting to the Operations and HR Manager, the HR & Operations Coordinator will support activities, processes and communication related to HR, facilities, office systems, health and safety and internal process improvements. Day-to-day, the HR & Operations Coordinator provides administrative and operations support for Stella's Place facilities (two separate locations) and office systems, and HR services & administrative support to a staff team of 45+.

This role requires strong administrative and organizational skills, flexibility, and commitment to striving for excellence across the organization, working closely with the Operations & HR Manager, other team members at Stella's Place, program partners, and external vendors.



This position will appeal to those who want to work in a small but growing community-based organization. You are a master at managing multiple deadlines and multiple internal customers in a fast-paced environment. You are collaborative, well organized and responsive to people. You have superior verbal and written communication skills and exceptional skill with office technology. You are proficient in G-Suite, Office, Adobe, Virtual meeting platforms and other relevant software applications and are comfortable assisting others with using technology.

Your key responsibilities will be related to:

1. Supporting exceptional people

- Responsible for effective diverse and equitable talent acquisition and carry out all aspects of an inclusive hiring process
- Responsible to manage the onboarding process for new hires; including orientation, office asset and equipment provision and mandatory training delivery
- Communicate with employees and respond to employee queries and needs in a timely, conscientious and confidential way
- Maintain effective working relationships with management and staff by communicating HR policies and procedures, employment standards, laws, and regulations with the support of the HR and Operations Manager
- Coordinate and support in-house training delivery, particularly pertaining to technology and Stella's Place policy, procedures, protocols and Employment Standards Act
- Partner with cross-functional teams to ensure the office is operating smoothly and efficiently
- Assist in coordination and execution of virtual and on-site events, retreats, open houses and meetings to ensure positive employee and guest experience

2. Supporting effective processes and operations

- Facilitate effective day to day office operations
- Develop, implement, update and maintain a variety of office management systems as needed, and constantly improving current systems
- Manage petty cash and other types of financial disbursements to staff
- Responsible to manage internal newsletter, and other communications as needed
- Support staff with the use of technology systems
- Support staff, teams and overall office operations by coordinating office supply purchases
- Support the Manager of HR and Operations with payroll tasks and respond to staff inquiries
- Information management support through digital filing system, record keeping and data base management



- Assist with asset management program (including planning for, purchasing, ordering, tracking, and maintaining office assets)
 - Maintain up-to-date internal Operations Manual, Operations Policy Manual, and Operations Procedures Manual with the support of the Manager of HR and Operations
 - Support the Executive Director and Board of Directors with Board business and committee work
3. Supporting safe and accessible places
- Contribute to facility operations to ensure safe, healthy, effective, smoothly operating workspaces
 - Coordinate with onsite vendors/contractors (cleaning, security, seasonal, maintenance and tech)
 - Support organisation-wide and Operations team compliance with Occupational Health and Safety requirements
 - Support organisation-wide and HR team compliance with AODA requirements
 - Participate in the Joint Health & Safety Committee – manage JHSC; attend meetings, assist in any corrective actions, maintain Joint H&S Committee Meeting minutes and agendas, conduct monthly inspections
 - Maintain up-to-date H&S Manual, Emergency Response Manual, Crisis Management and Pandemic plans with the support of the Manager of HR and Operations

QUALIFICATIONS:

- Undergraduate degree in Business Administration, Communications, English, Liberal Arts or related field of study and two years of relevant work experience;
- Knowledge and experience with diversity, equity and inclusion hiring practices and policy lens
- Strong proficiency in the MS Office Suite and Google products (including Google Docs, Drive, Sheets, Forms)
- Experience in creating and managing pdf documents (with Adobe or other pdf management software)
- Use of online platforms for document sharing
- Demonstrates experience in and commitment to excellent customer service
- Demonstrates exceptional organizational and time management skills; is able to multitask and prioritize while working independently and as part of a team
- Exceptional verbal and written communication skills
- Thrives in a fast-paced environment
- Is proactive, flexible, resourceful, and conscientious
- Is willing to take initiative and make decisions with minimal guidance
- Thinks through problems carefully and uses good judgment; anticipates the outcomes of decisions taken
- Demonstrates ability to work with a high level of accuracy and attention to detail
- Ability to handle confidential and sensitive material with discretion



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- Ability to target writing and other types of communication to a variety of audiences
- Experience working in virtual or “distributed” work environments using a variety of communication tools
- Experience with Board procedure, preparing Board communications, agendas and taking minutes, and supporting Board committees

Additionally, the following preferred qualifications will help you stand out:

- Experience in office/social service/mental health service administration
- Experience working in the community mental health sector is an asset
- Experience with developing and writing organisation level policy and team level procedures and guidelines.
- Ministry of Labour Certified Joint Health and Safety Committee training preferred

REPORTING:

Communication, coaching, mentoring, professional development, and evaluation will take place with the HR & Operations Manager on a regular basis.

You will work five days/week primarily 9 a.m. to 5 p.m., with occasional work evenings and weekends.

SALARY & BENEFITS:

Annual salary - \$52,000

Stella’s Place offers a generous health and vacation package; including comprehensive medical, dental and vision health benefits, 3 weeks vacation and 15 health days annually. Vacation increases after one year of service.

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 diverse sexual orientation, gender identity and gender expression and all those who can provide and contribute to diversification of perspective 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.

YOUR APPLICATION:

Interested and qualified candidates are invited to submit their cover letter outlining your interest in working with Stella’s Place and how you heard about the position (include specific



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website or network) along with a detailed CV to careers@stellasplace.ca with subject: HR & Operations Admin Coordinator by July 30, 2021.

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