

1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position	
04-NEW	Human Resources Coordinator	Manager, Human Resources	
Department	Division/Region	Community	Location
Human Resources	Corporate Services/HQ	Iqaluit	HQ
Fin Code:			

2. PURPOSE

Main reason why the position exists, within what context and what the overall end result is.

This position provides ongoing advice and support to all departmental staff in administering staff recruitment, staff training and development, employee relations and disciplinary matters, human resources reporting and on-going performance management initiatives in accordance to human resources applicable legislation, policies, procedures and collective agreements. The incumbent plays an integral part in the implementation and monitoring of the departmental Inuit Employment Plan (IEP). The Human Resources Coordinator will help develop, implement, monitor and evaluate comprehensive training and human resources planning as well as provide technical guidance and policy advice to all divisions of the department in the areas of human resources development and staff training.

3. SCOPE

Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?

Human Resource Coordinator provides human resources support to Senior Management within the department to ensure the delivery of effective Human Resources (HR) policies and practices.

This position participates in departmental and interdepartmental projects, internal policy development and provides advice and assistance to management in developing specific job competencies, revising job descriptions and other human resources functions, including performance management.

This work impacts the ability of managers to fulfill all of their HR responsibilities, to staff their positions, train, pay and compensate employees appropriately, administer human resources programs, and resolve labour relations issues. The work directly impacts the human resources operational effectiveness and reputation of the Department and the Government of Nunavut.

The provision of this advice and training across the Department enhances managerial and employee compliance with human resources legislative and policy requirements.

Input into the development and implementation of the Department's IEP impacts its success and, hence, the attraction, hiring, development and retention of a capable, knowledgeable workforce. This work impacts employment for the Inuit people, in accordance with Article 23 of the Nunavut Land Claims Agreement.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

Provides Advice and Assistance to Senior Management on Human Resources Activities:

- Provides HR expertise on the correct interpretation and application of HR legislation, collective agreements, policy, processes, and the interpretation of statistical and IEP reports;
- Provides advises on a wide range of HR issues some of which can be complex and sensitive (e.g., disciplinary cases);
- Briefs the Manager on more complex and challenging issues, and recommends methods for handling them;
- Oversees and provides HR support, services and assigned training programs to client managers in a wide range of HR areas including, but not limited to, recruitment and hiring processes; staff movement and payroll transactions (e.g., transfers, terminations, acting assignments); leave and attendance administration; job description development; the handling of disciplinary cases and labour relations issues, and audits/reviews of HR information. Ensuring that all employee working files are kept up to date;
- Drafts, recommends and implements approved operational procedures, internal controls and tools governing HR services;
- Provides advice and guidance to management in relation to reorganization and restructuring of the department;
- Provides training advice and support on compensation administration, job evaluation, recruitment and other human resources activities;
- Leads or participates in the coordination of department-wide HR requirements, such as performance management, training needs analyses and training and development initiatives, HR program administration, employee orientation, providing advice in the development of on-the-job training, coordinates with senior management regarding employee performance appraisals;
- Coordinates annual performance appraisal process and conducting training needs analysis for the department;
- Assists with staff training needs and priorities of all divisions through relevant needs assessment research;
- Ensures that accurate training records are maintained in the department; and.
- Advises employees and management on appropriate training courses and opportunities.

Inuit Employment Plan (IEP):

- Provides input to the development of the departmental IEP, and participates in its implementation and monitoring by tracking each initiative, producing progress reports for senior managers and monitoring pre-determined timelines;
- Works with the Manager on the development of plans and initiatives to promote Inuit employment, and the values and principles of the Government of Nunavut including Inuit Qaujimagatuqangit (IQ); and,
- Reviews and updates the departments Towards Representative Public Service (TRPS) and Establishment reports.

Systems Entry and Operations:

- Oversees and enters HR data into various HR systems, databases and spreadsheets. Conducts extensive verification processes to evaluate data accuracy, identifies and initiates corrective action. Generates ongoing, ad hoc and year-end reports. Identifies systems problems and improvements and informs the Manager. Maintaining the leave and attendance spreadsheets;

- Oversees the processing of all requests for Acting Pays, Mentor Allowances, Clearance Forms, etc.; and,
- Compiles information and reports on staffing, training, and labour relations activities.

Research, Investigations, Analyses and Projects:

- Conducts or participates in research, studies or assignments regarding a wide range of HR issues, trends and developments. Identifies and extracts information from various sources, conducts analyses and summarizes results;
- Researches pertinent areas of concern and extracting relevant information from the Human Resources Manual, the *Public Service Act*, NEU Collective Agreement and/or other related resources; and,
- Consults with the Employee Relations Division on complex issues.

Records Management:

- Oversees and/or creates and maintains a wide range of complete, accurate, confidential and secure HR files in accordance with records management policy. Conducts an annual audit of files, and archives documents in accordance with policy.

Other duties:

- Develops documentation required to administer the full range of HR including, but not limited to, IEP, establishment, vacancy and statistical reports, and other ongoing, ad hoc and year-end reports required by the Department/Regional Office and by corporate departments, as well as organization charts, training and development and other materials;
- Updates HR guides and manuals, provides input to collective bargaining submissions, orientation packages, directives and promotional materials;
- Oversees the work of more junior HR staff, provides support and coaching on methods for using systems, and on the correct application of HR policy and procedures;
- Provides other assigned services, and replaces HR staff during periods of absence and provides support during peak periods;
- Acting as Manager, Human Resources when required; and,
- Perform other related duties as required.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Knowledge identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviours and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the *job*, not the incumbent performing the job.

Contextual Knowledge:

- Human Resources management practices and principles in several areas, including human resources planning, recruitment, staffing, job evaluation, performance management, labour relations, leave and attendance administration, staff movement and payroll transactions, various human resources programs, and year-end and other reporting;
- Applicable legislation, policies, directives and guidelines governing the work (e.g., Article 23 of the Nunavut Land Claims Agreement, the *Public Service Act*, the HR Manual, collective agreements, Senior Managers' and Excluded Employees' Handbooks, records management, access to information and privacy, official languages);

- Government of Nunavut structure, mandates and priorities, and the organization, services and programs administered by the assigned Department/Regional Office; and,
- Good understanding of the social and cultural milieu of Nunavut, including but not limited to, the core Inuit Qaujimajatuqangit (I.Q.) principles and their application in the public services, Inuit culture and economy, community awareness, environmental characteristics and northern experience.

Skills and Abilities:

- Strong analytical skills;
- Effective oral and written communication skills, including training and coaching skills;
- Interpersonal, client service, influencing, Organizational and problem solving skills;
- Ability to follow human resources policies, procedures, guidelines and standards in various areas, and apply them consistently, with broad general instructions;
- Ability to work in a team environment;
- Ability to work effectively with human resources systems, and other databases, spreadsheets and word processing programs; and,
- Able to address the implications of decisions in the context of departmental practice, guidelines or legislated requirements.

Typically, the above knowledge, skills and abilities, would be attained through the following:

- Completion of a College Diploma in Human Resources management, labour or industrial relations or related field with a minimum 2 years of related Human Resources experience; and,
- Ability to communicate in more than one of Nunavut’s official languages is an asset.

An acceptable combination of related education, training and experience may be considered.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

Physical effort is required when sitting for extended periods analysing financial data for accuracy and compliance. Extended periods of sitting to work at a computer or calculator can result in exposure to muscle and eye strain.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

Works in a traditional office environment, with exposure to multiple demands, competing priorities and deadlines, and the requirement to respond to requests for service, information, etc. which may pose risk of stress-related illness; eye strain from exposure to glare from a video screen; and muscle strain for sitting and keyboarding for extended periods of time.

Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.

Reviewing and writing detailed electronic and hard-copy documents and reports (daily basis) for accuracy and correctness can cause eyestrain and other physical discomforts. Significant concentration and attention to detail is required which can contribute to eyestrain and other physical discomforts.

The position spends considerable time on the telephone and in face-to-face meetings while dealing with a variety of HR issues where being extremely attentive to detail is required.

Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

The position is subject to competing priorities and demands that can be stressful and time sensitive therefore, the incumbent will be under constant pressure to balance human resources policies and procedures with the demands, expectations, or needs of management.

The position is subject to handle excess volumes of work that may require working overtime and/or during non-standard working hours such as weekends or holidays in order to minimize client disruption while completing scheduled tasks. This can lead to mental fatigue, tension and irritability.

7. CERTIFICATION

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	