



MANAGER, HUMAN RESOURCES & VOLUNTEER SERVICES

Permanent Full-Time
August 2021

Role Description

The **Manager, Human Resources & Volunteer Services** will build upon ALS Canada's human resources program and spearhead volunteer engagement strategy for the organization. Collaborating with stakeholders across the whole organization, they will provide support to managers and staff regarding employee and volunteer relations, recruitment, performance management, training, and compliance. The successful candidate will work to ensure ALS Canada has a positive, effective and efficient work environment for staff and volunteers, where contributions are understood and valued.

The ideal candidate is forward thinking and self-starting with a demonstrated understanding of relevant legislation and industry best practice. They possess a flexible attitude and thrive in improving systems and processes.

Work Environment

Though ALS Canada is currently working remotely, this is a hybrid role and will involve in-person work. As appropriate given recommendations by relevant health authorities, the Manager, Human Resources & Volunteer Services role will be stationed in-office as required to support the needs of our staff and Senior Management Team.

What You Will Do:

Strategic Development & Planning

- Lead daily Human Resources and Volunteer Services operations, identifying opportunities and initiating improvement of both functions
- Partner with the CEO to set departmental KPIs, tracking relevant metrics to measure success
- Lead the annual Human Resource and Volunteer policy and procedures handbook review, ensuring compliance with Employment Standards Act, Occupational Health and Safety Act, Human Rights Code and all other applicable legislation
- Develop and manage an expense budget for the human resources and volunteer services functions

Waterstone
CANADA'S
MOST 
ADMIRED
CORPORATE
CULTURES
2020

Recruitment

- Develop and execute systems to streamline recruitment and selection of employees and volunteers
- Ensure employer branding and voice is consistent and engaging to prospective talent
- In partnership with hiring managers, develop job descriptions and interview guides for all employee and volunteer positions, ensuring consistency in formatting, voice and inclusion of required information
- Support the screening, interviewing and background check processes
- Ensure positive candidate experience by acting as primary contact between ALS Canada and candidates, coordinating interviews and providing follow-up as required
- Respond to inquiries from the general public regarding volunteerism and employment and respond to inquiries from the jobs@als.ca and volunteer@als.ca inboxes

Onboarding & Development

- Build upon onboarding process to enhance candidate experience and drive efficiency
- In collaboration with the Senior Management Team, coordinate the design and execution of training/professional development
- Partner with Accounting Coordinator to facilitate all changes in payroll and benefits systems
- Maintain a volunteer database ensuring all volunteers have completed necessary training and forms
- Manage volunteers onsite at signature events, including recruitment, support/orientation and day of training
- Provide oversight on access control and offboarding

Employee Performance & Engagement

- Support leaders with performance conversations and end-to-end performance management
- Assist in the identification of training and performance improvement opportunities
- Determine employee annual performance review process and work with managers to execute for ALS Canada team
- Draft relevant employment documentation (e.g. employment contracts, change letters)
- Conduct and analyze employee and volunteer exit interviews, making recommendations for organizational improvement
- Complete biennial compensation benchmark survey and oversee the organizational compensation structure
- Deploy regular employee and volunteer engagement surveys to identify priority areas and solutions
- In collaboration with internal departments, oversee the development and execution of staff and volunteer recognition and stewardship programs
- Partner with Marketing to lead the execution of National Volunteer Week Campaign and International Day of Volunteering
- Support the revitalization of ALS Canada's Ambassador program, identifying organizational need, training requirements and recognition initiatives of the program
- Act as an Ambassador and attend events as required

Health & Safety

- Oversee all health and safety initiatives for the organization, ensuring organizational compliance
- Provide recommendations to the Senior Management Team for improvements to the health and safety program
- Participate and attend JHSC meetings as a management representative, providing the committee with details regarding updated health and safety policies and trends
- Coordinate the completion of the annual health and safety audit
- Ensure all staff are up to date with legislated health and safety training requirements and maintain training records
- Maintain Joint Health and Safety certification

Governance & Support

- In collaboration with the Senior Management Team, present the operations plan and budget to the Board
- Ensure staff and volunteers work in a safe, healthy, and supportive environment
- Contribute to monthly CEO report, quarterly KPI reports and the operations plan and budget for the human resources and volunteer services portfolios
- Ensure governance, HR policies and health and safety legislation are being followed across the organization as the Human Resources lead

What we are looking for:

- Post-secondary education in Human Resources, Volunteer Management, or related field
- 5+ years' previous experience in Human Resources, ideally within a not-for-profit environment
- 2+ years' experience managing volunteer function, including staffing and volunteer relations
- Strong computer skills in Microsoft Suite (Word, Excel, Outlook, PowerPoint)
- Solid understanding of relevant legislation and HR best-practice
- Strong collaboration skills with experience partnering with stakeholders at all levels of an organization
- Professional maturity with an ability to navigate sensitive conversations and subject matter effectively and discreetly
- Demonstrated ability to meet deadlines and juggle multiple priorities and projects
- Strong numeracy skills with an ability to retrieve and analyze data to inform recommendations
- Excellent written and verbal communication skills in English
- Inherent demonstration of ALS Canada core values: accountability, collaboration, compassion, integrity, resiliency, respect
- Experience working with a diverse workforce
- Interest in working with and helping people and families living with ALS
- Enthusiastic, patient, outgoing, compassionate, mature and responsible
- Willingness to contribute on any level within the organization

MANAGER, HR & VOLUNTEER SERVICES

Permanent Full-Time

Preferred

- Experience in not for profit, health charity an asset
- A valid driver's license an asset
- French proficiency with bilingual ability, both verbal and written

Apply Today!

Submit a cover letter and resume in pdf format jobs@als.ca. Please be sure to indicate the job title in the email subject. Applications will be reviewed on an ongoing basis until the position is filled.

ALS Canada would like to thank all applicants for their interest; however only those selected for an interview will be contacted.

Why join ALS Canada?

A charitable organization that lives its values of accountability, collaboration, compassion, integrity, resiliency and respect, ALS Canada works with the ALS community to improve the lives of people affected by amyotrophic lateral sclerosis through support, advocacy and investment in research for a future without ALS. Fully funded by donors, we were fortunate to benefit from the generosity of Canadians during the Ice Bucket Challenge of 2014, and are now focused on implementing our 2018 to 2023 strategic plan in support of the following long-term impacts: people affected by ALS receive the best possible standard of care; more treatments are available to improve quality of life and extend lifespan; and people are empowered to make informed decisions about ALS.

Our world is challenging. The people we serve are dealing with a devastating illness. But in the midst of it, their resiliency and spirit is remarkable and moving. You will be touched by the community and will find a way to naturally and effectively engage.

ALS Canada is committed to accommodating the individual needs of job candidates, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), ALS Canada is committed to accommodating applicants with disabilities within our recruitment processes. Please contact the HR department at jobs@als.ca if you require an accommodation during the recruitment process.

ALS Canada is committed to being an equitable employer, we strongly encourage people from equity seeking groups to apply.