

Job Description

Job Title:	Human Resources Partner
Department:	Human Resources
Reports To:	Manager, HR Partners
Jobs Reporting:	None
Salary Grade:	USG 9-11
Effective Date:	July 2023

Primary Purpose

Human Resources Partners provide a full range of strategic HR related advice and guidance on employee and labour relations matters. The HR Partner develops and implements service-oriented employment strategies by providing solutions, recommendations and best practices in order to minimize risk and ensure compliance, in accordance with organizational policies, procedures and legislative requirements.

Key Accountabilities

Provide customer focused HR advice and guidance:

- Partners with senior leaders to provide strategic employment solutions in alignment with departmental and university objectives
- Provides HR advice, guidance and education to minimize risk and ensure compliance with current and evolving legislation related to, but not limited to, the Employment Standards Act, Labour Relations Act, Human Rights Code, Occupational Health and Safety Act, Pay Equity Act, and the Accessibility for Ontarians with Disabilities Act
- Provides advice and guidance within the framework of University policies and procedures, practices and guidelines for non-union staff and with the collective agreements between the University and the Unions for unionized staff
- Counsel managers and staff in employee/labour relations matters including performance management, conflict resolution and workplace counselling, progressive discipline, terminations, attendance management, accommodations, and return to work situations
- Supports departments/faculty leadership through workforce planning initiatives and provides direction on the delivery and implementation of structural changes and future of work processes
- Maintains knowledge of assigned areas, analyzes client data and provides data driven advice and information to Managers to assist with their departmental plans and ensure the delivery of their objectives and strategies
- Understands the environment, the organization, the client, and their challenges
- Implements University wide strategic initiatives and makes recommendations for ongoing improvement
- Provides client support in the areas of recruitment, salary administration, job evaluation, manager and employee onboarding, and training and development

Development and maintenance of positive and constructive employee relations climate:

- Proactively manages all client relationships including developing the trust of leaders, managers and staff within client group
- Committed to identifying and delivering on client focused solutions and continuous quality improvement

Job Description



- Supports workplace investigations to drive leadership decisions relating to workplace conflict, harassment and workplace violence assessments
- Assists the University in responding to external bodies i.e., Human Rights, Employment Standards
- Supports the development and implementation of employee engagement initiatives to leverage Client Service resources
- Assists client groups to develop and implement plans that support the mission, values, philosophy, and culture of the University of Waterloo
- Develops and maintains partnerships that assist with the promotion and development of HR services

Represents the University of Waterloo on Human Resources matters:

- Liaises externally with legal, professional, community and government organizations, and agencies
- Anticipates, develops strategies and exercises due diligence to ensure University avoids unnecessary legal challenges regarding employment issues
- Works with stakeholders and legal counsel to develop recommended strategy for Human Rights defense and works with legal counsel, ministry officers and others to produce successful outcomes
- Supports the grievance, arbitration and collective bargaining process
- Develops effective working relationships with client groups, senior management, UWSA, FAUW and union representatives
- Participation in policy and guideline development leading to process improvements and consistent processes and practices
- Participation in special projects as required

Development and Delivery of HR Workshops/Programs

- Develops, customizes and delivers HR specific workshops and information sessions for managers and staff, including but not limited to:
 - HR 101
 - Pre/onboarding program for all employee groups (Union, Staff and Faculty)
 - Manager Training and Development
- Provides training on various HR resources

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University undergraduate degree or equivalent experience, combined with Certified Human Resource Leader (CHRL) designation

Experience

- 5+ years of progressive HR experience
- Experience working in an advising role with exposure to employee relations concerns and human rights issues
- Experience with the interpretation and application of current employment legislation including the Employment Standards Act, Ontario Human Rights Code, and the Occupational Health and Safety Act
- Demonstrated skills in partnering with clients to support ongoing strategic initiatives

Job Description



- Success in managing difficult issues and situations and facilitating sensitive discussions and meetings
- Demonstrated experience building consensus and influencing others in a diverse and multi-disciplinary environment with diplomacy
- Experience in Labour Relations including grievance and arbitration processes are assets
- Experience with University policies and procedures is an asset

Knowledge/Skills/Abilities

- Outstanding interpersonal skills, relationship building and employee/manager coaching skills
- Superior communication (oral and written), presentation and organization skills with proven ability to handle sensitive and confidential information with discretion
- Proven ability to provide solution-focused problem solving and decision-making skills
- Strong business acumen
- Ability to interpret analytics and communicate data

Nature and Scope

- **Contacts:** Internally, communicates with senior leaders, staff, faculty and union representatives to assist in settling highly sensitive matters for the organization. This position will have contact externally with legal, professional, community and government organizations, and agencies. Will be involved in developing recommendations to settle highly sensitive, confidential matters that are critical to the deliverables of the University of Waterloo.
- **Level of Responsibility:** The HR Partner is responsible for providing advice and best practices that they must consider carefully before deciding on a recommended course of action, in order to support campus and avoid risk to the University (i.e., providing interpretation on legislation and its implications). The HR Partner may represent the University externally i.e., Human Rights, dispute resolution, and arbitration. The HR Partner is expected to look for opportunities to increase efficiency within the Client Service area.
- **Decision-Making Authority:** The HR Partner is expected for the most part to be self-directed in responding to client requests using sound judgement and analytics. Any matters involving litigation is referred to the Manager, HR Partners for review with the Chief Human Resources Officer.
- **Physical and Sensory Demands:** This position requires regular mental and visual concentration while working on the computer and when reviewing information for details and accuracy. Listening concentration is often required to respond to requests for guidance, recommending solutions, and communicating with senior management/leaders.
- **Working Environment:** Frequent exposure to stress and emotionally charged situations resulting in unavoidable exposure to disagreeable or uncomfortable experiences and/or interactions due to the nature of the job. Unpredictable workload with competing priorities and demands.