



Providence Living

The Views at St. Joseph's

INTERNAL & EXTERNAL POSTING

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POSTING**

Posting: 004N23
Job Title: Manager, Staffing
Status: Full Time
Effective Date: TBD
Salary: \$80,000-\$90,000

Company:

Providence Living is a non-profit Catholic-sponsored health care organization focused on long-term care, assisted living, housing, and other community services to support seniors and their family members. We are committed to re-imagining the experience of seniors, especially those living with dementia, and to creating communities and fostering a culture where seniors are empowered to make decisions that affect their quality of life.

Reporting to the Executive Director, Operations, the Manager, Staffing manages the day-to-day staffing operations at Providence Living (PL) which includes providing leadership to the staffing team and to the organization in communicating and implementing staff scheduling standards, guidelines, and policies. In collaboration with the Executive Director and other members of the Leadership team, develops and implements staffing policies and procedures in accordance with organizational, legislative, and collective agreement requirements. Contributes to the development and implementation of goals and objectives for the staffing team, consistent with the organization's strategic plan. Determines resource planning for the staffing team, makes selection decisions, establishes performance expectations, conducts performance evaluations, and resolves disciplinary matters. Establishes and monitors service level agreements and ensures the provision of consistent staff scheduling and relief workforce deployment services for PL. Maximizes departmental efficiencies through the planning, recommendation, development, and implementation of improvements to systems processes, procedures, policies, and service.

All staff have a part to play in preventing adverse events and in promoting safety for patients and staff by being aware of and adhering to all policies and procedures including promptly reporting any risks or safety concerns relating to patient or staff safety.

Services at Providence Living are guided by our Mission, Vision, Values, and Ethical Framework. All employees are expected to demonstrate respect for the safety and dignity of all residents, staff and volunteers. Every employee makes a vital contribution to our Mission of providing care with compassion, by exemplifying our core values of respect, excellence and compassion in their work and demonstrates Indigenous Cultural Safety, cultural humility and anti-racism principles.

DUTIES AND RESPONSIBILITIES:

1. Develops and implements streamlined processes, policies and procedures to support resource optimization, ensure efficient workflows, and promote effective communications between the staffing team and the departments they serve.



2. Collaborates with leaders across the organization to ensure staffing systems and processes support their operational needs. Facilitates conversations with these leaders to understand how to better support their work and operational needs. Maintains accountability by establishing service level agreements.
3. Champions full utilization of departmental system functionalities and related processes across PL. Leads the development of training opportunities and communication tools to ensure organization-wide understanding of scheduling and timekeeping procedures and use of related applications.
4. Works collaboratively with systems' vendors to ensure PL benefits from opportunities to reduce costs, make system/process improvements, and introduce innovation in products or services. Prepares business cases for system upgrades, changes, and training services in collaboration with Executive Director(s) and other stakeholders.
5. Ensures current and accurate data is maintained in staffing and scheduling systems, data control, data auditing, data integrity and data correction. Works with stakeholders in other areas such Payroll and HR to coordinate and standardize data quality improvement processes and develops and maintains department workforce optimization processes.
6. Oversees an assigned budget for the portfolio by ensuring effective use of resources, monitoring expenditures, and investigating and reporting on variances.
7. Leads the Staffing team, establishing and implementing their goals and objectives and efficiently allocating team resources. Recruits, mentors, coaches and develops team members and promotes cooperative working relationships within the team and across other PL departments. Oversees the development of staff orientation and training plans and provides orientation to assigned staff. Develops and implements appropriate staff development and retention plans.
8. Sets performance expectations and conducts regular staff performance reviews, identifying areas requiring improvement and taking follow up action as required to address performance problems up to and including termination. Participates in the handling and resolution of grievances and represents the employer in third party proceedings as required.
9. In conjunction with the Executive Director, contributes to the development and implementation of the organization's strategic plan and alignment with the mission, vision, and values.
10. Maintains current knowledge of collective agreement provisions relative to scheduling and timekeeping and liaises with the Human Resources department regarding conflicts in collective agreement interpretation. Participates in the development of a Standard Interpretation Guide to ensure consistent application of the various collective agreements for unionized staff and the terms and conditions for non-contract staff.
11. Promotes continuous learning and keeps abreast of industry trends and best practices (particularly those pertaining to staffing and scheduling) by reviewing industry materials, reports and journals, attending approved seminars or conferences, and summarizing and sharing information as appropriate.
12. Performs other related duties as required.

QUALIFICATIONS

Education and Experience:

Bachelor's degree in a related field plus five (5) to seven (7) years' of relevant and progressively responsible related human resources experience, including supervisory experience, in a large, multi-discipline unionized environment, preferably health care, or an equivalent combination of education, training and experience. Knowledge of staff scheduling systems and practices in health care is an asset.

Knowledge Skills and Abilities:

- Comprehensive knowledge of human resources and workforce scheduling systems.
- Knowledge of current health care issues and trends, HR systems and transaction processing, workforce planning and HR reporting.
- Knowledge of collective agreements and relevant employment legislation.
- Demonstrated ability to think strategically and translate plans into action.
- Demonstrated ability to foster effective working relationships, both internal and external, at all levels.
- Demonstrated ability to work as part of a team as well as the ability to work and think independently.
- Effective project management skills.
- Demonstrated ability to lead, supervise, coach and mentor staff.
- Strong organization skills with demonstrated ability to organize and prioritize work and balance multiple activities concurrently.
- Demonstrated ability to use initiative to solve problems and arrive at creative solutions.
- Effective verbal and written communication skills including presentation skills.
- Flexible attitude, open-minded and the ability to adapt easily to change.
- Demonstrated ability to operate related equipment including relevant computer software applications.
- Physical ability to perform the duties of the position.

Please submit your cover letter and resume to HR@providenceliving.ca. Cover letters should express interest and highlight additional information relevant to this contract position and resumes should include a tailored summary of skills and experience related to the successful fulfilment of the requirements of this contract. Where possible, links to show completed projects would be appreciated.

Thank you.

Human Resource Services

DATE: February 23, 2023