



HUMAN RESOURCES DEPARTMENT

POSITION TITLE: Employee Relations Officer

REPORTING RELATIONSHIP:

Reports to and works under the direction and supervision of the Manager of Employee Relations.

PURPOSE AND SCOPE OF THE POSITION:

The Employee Relations Officer shall assist the Manager in planning, developing, implementation and evaluation of personnel relations strategies including policies, programs and procedures to address Six Nations of the Grand River Elected Council Human Resources requirements.

The Employee Relations Officer shall assist employees in the interpretation of personnel policies, mediation and grievance procedures as well as other matters related to the Six Nations of the Grand River Elected Council Employment Policy.

DUTIES AND RESPONSIBILITIES:

1. TECHNICAL

- Act as a resource and support to employees for issues related to employment
- Provide ongoing guidance and support to manage employee issues
- Coordinate and support the grievance proceedings when required as per Six Nations of the Grand River Elected Council Employment Policy
- Conduct or assist with internal investigations of complaints of alleged violations of policies and legislation (including workplace violence and harassment, etc.) and make appropriate recommendations
- Mediate/conflict resolution to resolve employee/employer issues and facilitate mutually agreeable outcomes
- Provides advice and support to Supervisors/Managers for attendance management
- Conduct exit interviews for employees leaving Six Nations employment
- Provide guidance to Management on the appropriateness of disciplinary and non-disciplinary actions
- Assist Management in the development of applicable disciplines, mapping out employee performance improvement plans and coaches on performance management issues
- Enrolment and monitoring of confidential workplace referral programs
- Co-facilitates the monthly orientation program(s) for SNGR

- Responsible for annually running timely reports, obtaining awards and distributing the years of service recognition awards for employees to the applicable departments

2. ADMINISTRATIVE

- Develop investigation report and executive summary investigation reports and a list of recommendations from the investigation (identifying timelines, responsibility and ensure follow-up is completed)
- Provides advice, guidance and direction in the interpretation and administration of the Employment Policy
- Maintain and update employees records on the Human Resources Management System (HRMS) through accurate data entry, timely updates and periodic review
- Accurately set up, maintain, and archive appropriate employee relations file
- Research and prepare updates on Canada Labor Code or other relevant legislation for the Manager of Employee Relations
- Assist in the distribution of notices of change of Employment Policy to all staff including Supervisors/Managers and Directors
- Prepare and maintain reports on employee issues on open, closed and ongoing cases for the Manager of Employee Relations
- Develop and maintain a tracking system to ensure that all matters are addressed in a timely manner to ensure things are not overlooked

3. COMMUNICATIONS & LIAISON

- Communication skills to actively listen and discern non-verbal communication cues and to deliver information professionally in difficult circumstances
- Ability to perceive and understand the emotions of others and interact with them appropriately based on those emotions
- Provide regular updates to the Manager of Employee Relations
- Keep abreast of changes to new programs and opportunities which would potentially benefit Six Nations of the Grand River Elected Council
- Communicate and work collaboratively with Supervisors/Managers on investigation report results
- Communicate and assist Directors and Supervisors/Manager in identifying current policies and procedures
- Respond to inquiries from Employees, Supervisors/ Managers and Directors in a courteous, pleasant and professional manner
- Prepare and respond to electronic mail
- Compose briefing notes, memos, correspondence, and updates as may be required
- Act as a resource of information to Managers and Directors
- Attend internal staff meetings and any other meetings as requested by the Manager of Employee Relations and/or Director of Human Resources.

4. OTHER RELATED DUTIES:

- Maintain a healthy working environment by following Six Nations of the Grand River Elected Council policies and procedures and legislation

- Performs any other related duties as assigned by the Manager of Employee Relations and/or Director of Human Resources
- Attend and participate in the Human Resources staff meetings and other committee meetings as required
- Attend meetings and/or workshops as directed

WORKING CONDITIONS:

Work has a high degree of contact with employees of Six Nations of the Grand River Elected Council. Work involves mental stress; requires interaction with the public, subject to deadlines, interruptions, and some unscheduled hours; ability to take direction, prioritize, and work independently. High degree of accuracy required. Must maintain confidentiality.

WORKING RELATIONSHIPS:

With the Manager of Employee Relations

Receives direction and guidance. Discusses plans, priorities and interactions to ensure tasks are done efficiently and effectively.

Familiar with Six Nations of the Grand River Elected Council policies and procedures.

With Other Staff Members and Directors and Supervisor/Managers

Provides information and assistance. Works in a cooperative and courteous manner.

With External

Represents and promotes Six Nations of the Grand River Elected Council and the Human Resources Department in a courteous, cooperative and professional manner.

KNOWLEDGE AND SKILLS:

Minimum Qualifications

- University Degree or College Diploma in a field related to personnel management, such as human resources, business administration, industrial relations, or commerce
- Two (2) years' experience in a human resources and/or administrative position related to personnel administration
- Minimum of two (2) years of current workplace investigation experience specializing in harassment and bullying, violence, conflict of interest, breach of confidentiality, discrimination, professional misconduct, social media, etc.
- Certified Human Resources Professional (CHRP) designation is an asset
- Workplace Investigation Training is an asset
- Demonstrated knowledge and proven understanding of relevant legislation, policies and regulations as it pertains to human resources
- Mediation/Conflict Resolution Training is an asset
- Proven ability to think systematically and strategically
- Superior analytical, problem solving and report writing skills

- Strong working knowledge of Microsoft Office and Human Resources Information Systems
- Access to a reliable vehicle to travel for meetings/training when required
- Must provide a favorable policy reference check.

Other Preferred Qualifications

- Familiarity with, and respect for, the culture is critical, as is the demonstrated ability to lead in an inclusive, collaborative and consensus-building style
- Keen attention to detail and strong administrative ability
- Proven ability to maintain the confidentiality of information and records, analyze problems, recommend and implement solutions
- Exceptional communications skills (oral and written) that feature clear and concise language to influence, negotiate, and build and maintain strong partnerships with stakeholders
- Team building, mediation and facilitation skills
- Excellent time management and organizational skills; listening and persuasion skills; strong team player; good interpersonal skills
- Driven, self-motivated individual who can work under pressure
- Exhibit professionalism and excellent customer service
- Must have the ability to travel for work-related and professional development purposes

IMPACT OF ERROR:

Errors in carrying out duties could result in loss of credibility, poor public relations and misinformation being provided. Errors could result in embarrassment to the Six Nations of the Grand River Elected Council, community and administration: loss of public confidence and unnecessary conflict leading to lack of trust.

CONTROL:

Guiding principles set by the Human Resources Department and the Six Nations of the Grand River Elected Council. Works with the administrative policies and procedures established by Six Nations of the Grand River Elected Council and other legislation provided by the respective government agencies.