

Job Title: Director of Human Resources  
Location: Alexandria, ON  
Reports to: Executive Director  
Job Type: Full-time  
Salary Range: \$85,000 – \$105,000 annually

## **About Us**

Community Living Glengarry is a non-profit organization that provides a variety of services to people with intellectual disabilities. We strive to provide all our employees with the opportunity to work in a supportive and inclusive workplace culture. Our employees are proud to contribute to a mission that changes lives while enjoying opportunities for growth, recognition, and work–life balance. We invest in our people, value their contributions, and foster a collaborative environment where everyone feels respected, empowered, and connected to their community.

We are recruiting for a Director of Human Resources who is a strategic thinker and visionary leader and can bring innovative and creative approaches regarding Community Living Glengarry’s human resources systems, policies, and practices.

You need to understand and appreciate our vision of helping persons supported lead awesome lives and to contribute to Community Living Glengarry (“CLG”) by providing safe, caring supports unique to each person.

The ability to “walk in someone else’s shoes” is an important quality, which gives us insight and helps us understand their vulnerabilities and the need for patience, tolerance, compassion, and acceptance.

## **Position Summary**

The Director of Human Resources will provide strategic leadership in the planning and implementation of all things related to human resources—our people and how we work with them. We couldn’t do what we do without our team, and we want someone to help deliver quality-based, integrated human resource programs including recruitment and selection, employee relations, conflict resolution, performance management, safety and compliance, wage and salary administration, benefits and retirement counseling, and other related programs.

## **Key Responsibilities**

1. **Strategy, Vision, Leadership and Planning**
  - i. Working with the Executive Director and members of the senior management team to ensure alignment with CLG’s strategic direction and act as an internal consultant to implement strategic initiatives.
  - ii. Proactively recommend strategic and tactical plans, analyze trends and patterns to support the business goals.
  - iii. Develop and implement more sophisticated departmental policies and procedures and general operational processes.
  - iv. Develop, implement, and monitor a 1–2-year operational plan to achieve the CLG’s vision, linking time, resources, and collective motivation.

## **2. Building Relationships/Networking**

Foster and preserve effective and constructive working relationships, partnerships, or networks of contacts with internal and external people who are instrumental in sustaining and promoting the success of the CLG's vision and values.

- i. Frame external communications for maximum impact with full consideration of the needs and expectations of various stakeholder audiences.
- ii. Sharpen internal professional communication skills in guiding CLG to support the connections to achieve immediate and future person-centred outcomes.
- iii. Enhance the CLG's reputation and public image to sponsor inclusion, respect, and trust as a value-based community partner.

## **3. Human Resource Management**

- i. Responsible for the strategic planning, overall management, and policies and procedures of Human Resources, including recruitment and selection, employee relations, compensation and benefits, safety, and compliance.
- ii. Assess the need for talent in relation to the culture of CLG, including the needs for specific competencies, knowledge, or skills. Develop and implement short- and long-term staffing strategies that align with succession planning and business strategy.
- iii. Manage and direct recruitment and selection activities for CLG, including all pre-employment activity, interviewing processes and procedures, post-employment evaluation, and orientation.
- iv. Advise senior management with metrics, analysis, and feedback on organizational, management, and employee relations issues.
- v. Coach and support Managers to ensure the effective, fair, and legally compliant administration of investigations, complaints, grievances, mediation, and/or arbitration.
- vi. Serve as leader of CLG's collective bargaining committee and advise on compensation, benefits, and other HR activities relating to negotiations and administration of the collective agreement.
- vii. Consult and work closely with legal counsel on contract issues, litigation, and compliance matters.

- viii. Administer and serve as a liaison for CLG's benefit program, including all issues related to employee health benefits, insurance programs, retirement counseling, and policies concerning employee leave.
- ix. Establish systems for performance feedback, employee development, and performance management to enhance individual and team performance.
- x. Serve as a Health & Safety Committee member who facilitates the Internal Responsibility System within CLG and make recommendations to ensure safe working conditions.
- xi. Responsible for administration of the health & safety program and ensuring compliance with all legislative requirements, organizational standards, practices, systems, and procedures.

#### **4. Staff Leadership**

Lead, coach, inspire, support, and model a person-centered philosophy.

- i. Coach, mentor, and support Managers and employees to build capacity and a high-performance culture.
- ii. Responsible for the training of all practicum staff in human resources at the CLG.
- iii. Provide functional supervision and mentorship to employees.
- iv. Guide employees to the resolution of concerns and problems.
- v. Inspire a positive and fair working environment which nurtures good practices through team meetings, training, and development.
- vi. Participate in the recruitment, selection, and orientation of employees, volunteers, and/or students with a positive value base and person-centered approach.
- vii. Ensure achievement of mandatory training as well as pursuit of new learning opportunities to foster growth and development in current and future CLG needs.
- viii. Support leadership in the implementation of disciplinary action according to the policies, practices, and procedures of CLG. Recommend employee contracts be terminated as required.
- ix. Support leadership to plan succession for roles by assessing current potential and future capability.

## **5. Labour Relations**

- i. Participate in collective bargaining and negotiations.
- ii. Act as liaison with Labour/Management items.
- iii. Develop strategies to deal with employee complaints, grievances, and disputes along with Managers.
- iv. Review and update employee standards along with the Management Team.
- v. Sit with Managers in discipline meetings.
- vi. Coordinate internal preparations for collective bargaining.
- vii. Take the lead in collective bargaining talks when legal counsel is not engaged.
- viii. Conduct investigations when required.
- ix. Maintain regular updates on Ministry of Labour regulations and standards.

## **6. Other Projects**

- i. The Director of Human Resources may be called on to assist with other projects as necessary.
- ii. Other duties may be assigned by the Executive Director from time to time.

## **Qualifications**

- Degree in business/human resources or related field
- Certified Human Resources Leader (CHRL)
- Five to seven years' management/supervisory experience performing substantially comparable functions, preferably in a not-for-profit organization
- Advanced knowledge of government laws, legislation, and related compliance requirements.
- Bilingualism (English/French – C/C/C)
- Advanced knowledge and proficiency in business computer software applications, (i.e., Microsoft Word, Outlook, Excel, PowerPoint, HRIS).

## **Skills**

- Knowledge and skill to provide professional expertise and guidance to staff.
- Excellent and effective written, verbal and listening communication skills.
- Effective and well developed interpersonal, team building and public relations.
- Experience in planning, development, and evaluation.
- Collaborative, facilitative, confident, consistent yet flexible decision-making skills.
- Resourcefulness and flexibility to meet the needs of CLG and demands of the position, including organizational and change-management skills, strategic thinking skills, marketing and fund development skills, good business sense and political savvy.
- Ability to work independently and as a team member to achieve outcomes and deadlines.
- Ability to balance multiple demands/priorities and manage effectively and to lead transitions in moving forward to successfully carry out the vision, values and priorities of person centered supports and services.
- Act in compliance with generally accepted human resources principles.
- Working knowledge of applicable legislation, regulations, and contracts:
  - *Employment Standards Act*
  - *Occupational Health & Safety Act*
  - *Accessibility for Ontarians with Disabilities Act*
  - Collective Agreement with CUPE Local 3390
  - Others as applicable

## **Other Requirements**

- Police Reference Check for the Vulnerable Sector
- Valid Driver's License and reliable transportation

## **Artificial Intelligence**

Community Living Glengarry does not use Artificial Intelligence in the screening, assessment, or selection of applicants.

Community Living Glengarry is committed to creating an inclusive workplace by providing a barrier-free recruitment and selection process. We are happy to provide reasonable accommodations throughout the selection process and while working at Community Living Glengarry. If you have an accommodation request, require material in an accessible format, or need additional support with the application process, please contact us at [hr@clglen.on.ca](mailto:hr@clglen.on.ca). We welcome the opportunity to discuss accommodation of your disability and ensure fairness in our hiring process.

Community Living Glengarry is committed to creating and maintaining a positive and inclusive environment for all individuals in the workplace. It is our policy to make decisions on hiring, promotions, rewards and other human resources issues based on merit (including a person's

qualifications, ability and performance). We welcome applications from all qualified candidates. Interested candidates should submit their application, in confidence, to [hr@clglen.on.ca](mailto:hr@clglen.on.ca). Only candidates considered for the position will be contacted.

Thank you for your interest in Community Living Glengarry.