



Inspire - Community Support Services is a non-profit, multi-service community-based agency. The agency is currently looking to fill a full-time contract (one year) Director of Human Resources and Administration position who will lead the HR strategy and administrative operations to support organizational goals.

**Position Title:**                    **DIRECTOR OF HUMAN RESOURCES AND ADMINISTRATION**

**Reporting Relationship:**      Reports to the Executive Director

### **Key Accountabilities**

#### **Strategy and Planning**

- Participates as a member of the leadership/management team
- Provides input to the agency-wide strategic and operational plans

#### **People Leadership**

- Ensures an effective organizational model and clarity in roles and responsibilities
- Leads workforce planning and talent strategy including recruitment
- Provides day-to-day leadership and performance management of team members
- Monitors departmental culture and productivity, and intervenes when necessary

#### **Stakeholder Relationship**

- Collaborates with other managers and staff to resolve issues and challenges
- Participates on committees, and working groups, provides input and advice, and undertakes research and information gathering to inform decisions

#### **Human Resources Management**

- Develop, implement and maintain HR policies and procedures
- Work with Executive Director and program managers to establish HR needs
- Maintain and create job descriptions
- Lead recruitment processes to attract, select, and onboard talent
- Establish onboarding processes and orientation procedures for new employees
- Maintain staff records
- Promote a positive work environment by addressing employee concerns and resolving conflicts fairly
- Implement and manage performance appraisal systems to drive individual and team effectiveness
- Identify training needs and deliver programs to enhance employee skills and career growth
- Ensure compliance with labour laws, HR policies, and organizational procedures
- Participate in union negotiations; adhere to the collective agreement
- Collaborates with the Executive Director and other managers to resolve specific operational challenges
- Participates in committees, helps develop and maintain HR or administrative policies and procedures



### **Knowledge**

- Knowledge of operational management and leadership practices including policy development, planning, performance measurement management, and human resources
- Knowledge of relevant governing legislation, collective agreements, policies and procedures
- Strong understanding of employment laws and labour regulations
- In-depth knowledge of HR best practices, policies, and procedures
- Familiarity with recruitment strategies and talent acquisition platforms
- Knowledge of performance management systems and employee evaluation methods
- Understanding of compensation and benefits frameworks
- Knowledge of training and development methodologies
- Familiarity with equity, diversity and inclusion (EDI) principles
- Understanding of employee engagement strategies and culture-building initiatives

### **Education and Experience**

- Completion of undergraduate university degree in human resources or business administration, a minimum of five years of previous work experience in a progressive HR and administrative leadership role, or a combination of education and work experience that demonstrates the skills needed to succeed in this role.

### **Communication and Interpersonal Skills**

- Strong interpersonal skills with a proven ability to build trust, credibility, and collaborative relationships with employees, managers, and executive leadership
- Skilled in conflict resolution, negotiation, and delivering sensitive feedback with discretion and empathy
- High degree of emotional intelligence, diplomacy, and cultural awareness in diverse work environments

### **Complexity and Problem Solving**

- Identifies, collects and references multiple data and information sources to support problem definition and resolution
- Develops solutions, takes actions, and makes decisions for short term problems and issues and considers potential for long-term consequences requiring options and assessment of implications before selection of preferred course of action
- Consults with the Executive Director for more challenging operational concerns that may impact staff, programs or services
- Acts with full autonomy and independence to make all day-to-day operational decisions, operating within the context of overarching agency policy and direction

### **Responsibility for the Work of Others**

- Effectively delegates work objectives to administrative personnel, manages their work performance, completes performance reviews and provides feedback
- Provides day-to-day leadership of administrative staff, delegates workload, assigns tasks, and recommends training and development
- Provides day-to-day coaching, mentoring, direction, and support



### **Physical and Sensory Demands**

- On-going requirements for computer-based work and attendance at meetings

### **Working Conditions**

- Works primarily in an office environment

All interested parties are invited to submit their resume and cover letter to the attention of Stephanie Nalepa, Director of Human Resources and Administration, via email at [snalepa@inspire-sdg.ca](mailto:snalepa@inspire-sdg.ca) **no later than 4pm on Friday, May 16, 2025.**

Inspire Community Support Services is committed to Employment Equity. We welcome diversity in the workplace and encourage applications from all qualified individuals including members of visible minorities, aboriginal persons, and persons with disabilities. We comply with the AODA (Accessibility for Ontarians with Disabilities Act) and will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities. Applicants need to make their accommodation needs known when contacted.

We thank all applicants for their interest, however, only those under consideration will be contacted.