



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
 37911 MacKenzie Highway | 37911 route Mackenzie
 Hay River, NT X0E 0R6 | ☎ (867) 874-8000 📠 (867) 874-8141

Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
X01-116-1120	Compensation & Human Resources Officer	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Human Resources	Manager, Human Resources	Hay River Regional Health Center

PURPOSE OF THE POSITION

The Compensation/Human Resources Officer is responsible for the provision of benefits administration, processing and counselling as well as medical travel, removals on initial hire, ultimate removal, and other pay and compensation services for employees of the Hay River Health and Social Services Authority (HRHSSA). The position is also responsible in assisting the HR department with staff recruitment and providing assistance to the Human Resources Officer in general staffing activities and for carrying out a variety of general Human Resources functions.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

This position reports to the Manager, Human Resources and provides services to all employees (averaging 200) of the HRHSSA including senior management, excluded employees, unionized

staff, and volunteers.

In fulfilling the duties the incumbent will interact on a regular basis with Authority staff, benefit and pension service providers in the exchange of information in order to resolve problems and issues related to benefits administration. The incumbent will interact with the public, staff and other resource personnel in other health authorities and government agencies on a regular basis regarding staff development, staffing and volunteer activities.

RESPONSIBILITIES

- 1. Administers and provides accurate and timely advice and assistance to employees regarding HRHSSA group insurance plans to ensure staff are accurately informed of plan entitlements and that benefit plans are administered in accordance with the terms and conditions of the service agreements.**

Main Activities:

- Provides information to employees to ensure a full understanding of the options available under various group benefit programs and enabling the employee to make informed decisions with regard to benefit election.
 - Documents and enrolls new employees into benefit plans, maintains employee documentation, and initiates any changes to coverage which are brought forward by employees due to life changing events e.g. birth, death, marriage, divorce, etc.
 - Provides assistance to staff in preparing required documentation for insurance claims, often in difficult situations such as a death in the family, illness or disability.
 - Liaises with service providers on a regular basis to obtain and/or clarify information regarding plan administration, claims issues and/or resolve problems.
 - Maintains benefit manuals and information documents to ensure benefit information is current and up-to-date.
 - Completes benefits audits and works with the Manager, Human Resources and service providers in resolving anomalies identified through the audit process.
 - Monitors payroll information and liaises with the Payroll Officer as required to ensure benefit enrollment actions are processed in an accurate and timely manner.
 - Participates in benefit reviews undertaken by the HRHSSA to determine any alterations to group benefit plans and based on detailed knowledge of current plans, plays a key role in analyzing and assessing any proposed changes to group benefits.
 - Prepares and issues notifications to staff regarding changes to the group insurance plans which are initiated by the carrier and responds to any related inquiries, e.g. changes to plan administration, premium increases, etc.
 - Develops and presents in-service information and training sessions on benefits.
- 2. Administers medical travel, relocation, and general pay and compensation matters in accordance with the collective agreement, and related HRHSSA policies, procedures and financial directives.**

Main Activities:

- Provides information to employees regarding medical travel, moving/relocation entitlements and responds to a variety of related inquiries on a daily basis.
- Consults with the Manager, Human Resources on any unusual or precedent setting situations which may be in conflict with the provisions of the collective agreement.

- Provides input to the collective bargaining process and the development of policy with respect to medical travel, relocation and general pay administration based on a detailed understanding of the application of the relevant articles of the collective agreement.
- Coordinates moving and/or travel arrangements with Purchasing Department for newly hired staff, medical travel, and on-site visits for potential job candidates.
- Reviews expense claims for completeness and accuracy, follows up with the claimant, as required to obtain additional supporting information and/or clarify allowable expenses, adjusting claims as required prior to forwarding to the Manager, Human Resources for approval.
- Reviews all payroll notifications received from Department Heads with respect to new hires, terminations, salary, acting pay, leave without pay, maternity and parental leave, suspensions, allowances, etc. for completeness and accuracy and follows up as required to obtain or clarify information.
- Processes payroll notifications and inputs data to the electronic payroll and human resources databases in accordance with procedure and monitors payroll to ensure transactions are implemented in an accurate and timely manner, initiating corrective action in cooperation with the Payroll Officer as required.
- Prepares termination packages for terminating employees and responds to related inquiries.
- Coordinates Workers' Compensation claims and inquiries and maintains statistical records of incident reports in support of the HRHSSA risk management program.

3. Coordinating the Long Service Awards Program and Orientation Training Day for HRHSSA Staff.

Main Activities:

- Developing the Long Service Award Program based on the Long Service Award policy and maintaining the program to ensure awards are up-to-date and meaningful.
- Developing Requests for Proposals associated with the program and coordinating the selection of contractors to provide gift packages for long service award recipients.
- Identifying award recipients, ordering awards and arranging the awards ceremony.
- Assists the Manager/Supervisors with departmental orientation plans/checklists
- Coordinates and chairs the monthly orientation training day with managers and staff

4. Provides recruitment and selection services staff in coordination with the Human Resources Officer and Manager Human Resources.

Main Activities:

- Administers staffing activities, including acting as chairperson for related selection interviews and participating as a Human Resources representative on other selection panels as designated by the Manager, Human Resources.
- Prepares and distributes recruitment ads for casual employees in consultation with the relevant Department Head and assists the Manager, Human Resources and the Human Resources Officer as required in preparing and distributing recruitment ads for permanent full time and part time staff.
- Prepares packages for competition panels, books interview rooms and assists with scheduling interviews.
- Prepares, signs, and issues letters of acknowledgement, and regret to candidates.

- Responds to electronic mail and phone requests for job descriptions and competition information.

5. In conjunction with the Human Resources team, provides support to managers and supervisors on labour relations concerns

Main Activities:

- Provides guidance and advice to departmental managers/supervisors with writing job descriptions
- Provides support and guidance to departmental managers/supervisors in effective performance planning
- Participates in Return to Work/Stay at Work planning as an HR representative as necessary
- Participates in basic disciplinary interviews as a support to the respective managers/supervisors and provides advice on levels of disciplinary action to be taken.

6. Carries out a variety of general Human Resources functions and administrative activities.

Main Activities:

- Maintains a variety of database, tracking and reporting systems related to staffing, grievances, performance appraisals, human resources statistics, WSCC, etc. for internal as well as GNWT Department of Health and Social Services reporting requirements.
- Maintains and archives confidential human resource corporate personnel files and general office files.
- Provides administrative support to the Job Evaluation Committee and Job Evaluation Appeals Committee
- Participates on various committees and task teams where necessary and appropriate.
- Prepares, formats, edits and prints a variety of documents and reports on a routine and ad hoc basis using word processing, spreadsheets, and Crystal Reports at the request of the Human Resources Manager for input to the senior management team and/or the Public Administrator.

POSITION ROLE IN CLIENT & STAFF SAFETY:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;

- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Commitment to Client Centered Care

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

- Post secondary education related to human resources and/or benefits administration, and several years of related experience.
- Proven knowledge of benefits and compensation administration and the ability to apply this knowledge in providing direct services.
- Staff development experience.
- Adult education experience and/or experience providing staff training and facilitation.
- Strong interpersonal communication skills and the ability to relate with tact and diplomacy to co-workers, management, candidates, the public, service providers and others in a diplomatic and professional manner, and with gender, age, and cultural sensitivity.
- Good organizational skills and the ability to multi-task.
- Analytical and problem solving skills to research, analyse and problem solve unique compensation issues and recommend appropriate solutions in unusual or precedent setting situations.
- Excellent Customer Service skills.
- Ability to work independently with a high degree of initiative and little day-to-day supervision.

- Proven computer skills and the ability to utilize specialized human resources information and report writing software systems and technology.
- Proficient in general office practices and procedures.
- Effective verbal and written communication skills
- Ability to interpret and apply legislation and collective agreements.

Knowledge would normally be attained through the completion of post-secondary education related to human resource management, public or business administration, combined with 1 year of related Human Resources experience. Human Resources in a Health Care setting would be an asset.

WORKING CONDITIONS

Physical Demands

	Frequency	Duration	Intensity
Frequently required to remain at desk for extended periods of time. Computer work Interviews	Daily	4-6 hours	Increases as duration increases

Environmental Conditions

	Frequency	Duration	Intensity
As typically associated with an office environment.	Daily	Normal	Normal

Sensory Demands

	Frequency	Duration	Intensity
Periods of concentration, a high level of accuracy and attention to detail with frequent interruptions that result in continually evaluating and shifting priorities. A high level of attention to detail must be exhibited in responding to client inquiries and requests for assistance.	Normal	Normal up to 7 ½ hours per day	Increases as duration increases.

Mental Demands

	Frequency	Duration	Intensity
The incumbent is the first line contact and must deal with constant	Varies	Varies	High

interruptions while trying to accomplish a high volume of responsible and often challenging work tasks. The incumbent is required to deal with emotionally upset employees or other clients and is expected to remain calm, controlled and professional, regardless of the situation and demonstrate a constantly high level of customer service and empathy.

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CERTIFICATION

Compensation/Human Resources Officer

Position Number: X01-116-1120

<hr/> Employee Signature <hr/> Printed Name <hr/> Date I certify that I have read and understand the responsibilities assigned to this position.	<hr/> Supervisor Title <hr/> Supervisor Signature <hr/> Date I certify that this job description is an accurate description of the responsibilities assigned to the position.
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<hr/> Deputy Head/Delegate Signature	<hr/> Date
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.

Effective October 1, 2004
Editorial Changes November 2009
Changes May 2010
Editorial Changes Jan.2011
April 2011 reports to name change
August 2011 scope
September 2012 minor changes, reports to
June 2017 editorial changes, update scope & commitment statement
January 2021 – major changes to duties and editorial changes