



Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
X-01118	Employee Onboarding Coordinator	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Human Resources	Manager, Human Resources	Hay River Regional Health Centre

PURPOSE OF THE POSITION

The Employee Onboarding Coordinator is responsible for creating a welcoming environment for new employees in the Health and Social Services System to increase organizational awareness, community level awareness, engagement, and establish a referral pathway for future employees. This position is responsible for organizing, streamlining, and overseeing a welcoming and supportive onboarding process and experience for new and relocating employees and their families. 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 Náydi Kúę building. 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.

The Employee Onboarding Coordinator is responsible for supporting, coordinating, and promoting all new employee onboarding activities for the Health & Social Services System. This position will assist in the development of a relocation framework to support our capacity to assist with integrating and welcoming new workers that are either new to

the Health Authority, moving to the north, or new to the community. The goal is to strengthen the Health Authority's capacity to attract and retain workers and their families. Short-term priority responsibilities will include coordinating the completion and launch of a virtual onboarding platform to provide relocation information and resources.

The Coordinator will work closely with other similar positions in the NWT Health System. This position will have a significant amount of day-to day flexibility and autonomy to support, network, identify resources and solutions for employees and their families within the policies, guidelines and interests of the HRHSSA, in support of a successful and positive onboarding experience. The flexible working arrangements include evening and weekend support.

The Coordinator should be accessible and will regularly communicate with new and relocating employees in a professional and supportive manner. They will be required to be knowledgeable on the community, facilities, support services, businesses, schools and other resources commonly required by individuals and their families relocating to Hay River.

RESPONSIBILITIES

- 1. Establishes and administers a new employee welcome program for employees joining the HRHSSA, new to town, and/or new to the Northwest Territories, to create a sense of belonging for all employees.**

Main Activities:

- Develops and implements a new employee welcome program that includes an initial meet and greet with new employees upon arrival
- Ensures new employees are aware of dress code policies and arranges for documentation meetings with Human Resources to ensure timely receipt of Employee Identification Card and FOB access.
- Coordinates new employee removal in process as per terms and conditions of employment and provides information to new employees regarding moving/relocation entitlements and responds to a variety of inquiries on a daily basis.
- Creates clear policies and employee welcome packages
- Determines optimal delivery method and collaborates with departments to ensure seamless delivery of department content
- Creates community level awareness with the employee through integration into the community
- Assists employee with community navigation, including local tourism, real estate, school integration, etc.
- Introduces new employees to staff at all HRHSSA sites
- Develops a "meet the employee" piece for the monthly newsletter
- Oversees and delivers in person and online employee onboarding processes
- Coordinates peer resource groups that support new employees and connects employees with resources and supports.

- Collects data and generates reports related to satisfaction and belonging, and impact of onboarding and peer resource support
- Evaluates data, makes and provides recommendations for improvement to ensure continual process improvement
- Develops and maintains relevant content/curriculum and service delivery methods/materials for employee onboarding/orientation
- Where possible, greets new employees at the airport upon arrival to the community and ensures safe transport to accommodations
Creates a town tour, site tour (including parking locations) and a local tourist attraction tour

2. Advocates for new employees in ensuring they have the resources necessary to complete their duties in a safe, competent, and ethical manner.

Main Activities:

- Collaborates with the hiring department to ensure effective orientation to the department and team on the first day of employment for the new staff.
- Collaborates closely with managers and departments responsible for compliance content such as Human Resources, Finance, Occupational Health & Safety, Information & Communication Technology, Engineering Services, Union, etc. to ensure a consistent onboarding experience.
- Provides models for departmental onboarding frameworks
- Maintains technical expertise and knowledge of best practices in online educational trends, changes and developments, and services strategies; recommending new approaches or changes that will improve the experience, efficiency and effectiveness of employee onboarding experience.
- Promotes and develops career development and training opportunities and other available resources to employees
- Check in with staff regularly within the first 6 months of employment to ensure effective onboarding experience
- Assists the new employee in resolving problems, handling of difficult situations and provides appropriate referrals to other service areas or escalates issues as needed, such as navigating employee benefit programs.

3. Engages and promotes professional development activities and required training to ensure organizational and department training is completed in a timely and effective manner.

Main Activities:

- Obtaining and maintaining unit specific certifications for new employees, as required;
- Serves as lead for orientation and/or training sessions for new employees
- Oversees, where applicable, the work of training providers to ensure seamless delivery of external training provider content.
- Assesses needs of new employees and works with partners to create and support onboarding sessions for specific employee groups.

- Identifying and facilitating the completion of continuing education courses/workshops available to employees.
- Remains current on eLearning tools and coordinates the usage of the Learning Management System (LMS) and related system technologies to manage employee onboarding experience.
- Demonstrating behaviours that reflect professional responsibility and accountability.

4. Establishes, participates and/or leads community stakeholder initiatives and working groups, related to employee onboarding and employee belonging, success and retention.

Main Activities:

- Promotes northern connections and cultural integration within the community, most specifically with the Metis, West Point First Nation and Katlodeeche First Nations
- Develops a list of employee interests and makes appropriate connections within the community to assist with integration into the community
- Promotes employment opportunities available in town specific to spousal/family employment needs of the new employee
- Connects new employees with various stakeholders in the community to ensure integration within the community, including but not limited to, representatives with the Town of Hay River.
- Assists employee with NWT health care applications, vehicle registration, insurance providers, etc.
- Maintains and active database with local real estate agents and landlords within the community to assist with new employee housing needs.
- Plans events in conjunction with the Social Committee for staff

5. Performs other related duties as assigned by Management in relation to creating a positive employee experience within the HRHSSA, including but not limited to:

Main Activities:

- Develops and implements Employee Onboarding Policy
- Assist the Physician Administrative Coordinator with the onboarding of locums, including but not limited to, the development of welcome packages, booking of temporary accommodations, and planning social events.
- Oversees the HRHSSA Fleet Vehicles booking system and coordinates the key distribution and recovery
- Assist the Recruitment/Selection Committees in the hiring of new employees and maintaining regular contact with interested candidates for HRHSSA positions
- Participate in recruitment initiatives for the HRHSSA, assisting with job ad development, Social Media communication and the development of tools aimed at promoting positive staff experiences within the HRHSSA.
- Promoting and building robust cultural experiences for staff

- Monitoring new hire turnover and retention rates in conjunction with the Human Resources department and Territorial partners.

6. Carries out a variety of general Human Resources functions and administrative activities in support of the Human Resources Team, including during absences of other team members.

Main Activities:

- Provides input to the collective bargaining process and the development of policy with respect to employment matters based on a detailed understanding of the application of the relevant articles in the collective agreement.
- Assists with 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.
- 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
- Develops and presents in-service information and training sessions.
- Providing advice and support to management and program supervisors on performance management, including recommending appropriate progressive disciplinary action.
- Providing guidance and advice to management and program supervisors in discipline and performance management meetings with employees, and attends meetings as support.
- Drafting correspondence for management and program supervisors dealing with discipline and performance management issues.
- Conducting research and providing guidance to managers in responding to grievances.

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

- Ability to work flexible work schedules including evening and weekend support as required.
- Excellent organizational skills.
- Excellent written and oral communication skills.
- Proficient in Microsoft Office/Suite
- Excellent interpersonal skills.
- Exceptional attention to detail with the ability to prioritize and handle multiple tasks at once
- Ability to work successfully with all levels of employees and management
- Quick learner
- Ability to troubleshoot, identify improvements, and make simple decisions independently
- Energetic person with strong interpersonal and communication skills, including active listening
- Very strong work ethic (reliable) with “can do” and collaborative attitude

- Familiarity with Employment legislation, Collective Agreement, Employee Handbooks and Employment Contracts.
- Understanding of payroll procedures
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

Within the appropriate scope for the position:

- *Self Confidence (Acts Independently)* – An ability to take independent action when necessary and in appropriate circumstances (even when others may disagree).
- *Flexibility (Adapts Normal Procedures)* – Alters normal procedures or ways of working to fit a specific situation to get the job done and/or meet HRHSSA goals, (ie. performs co-workers' tasks when needed).
- *Valuing Diversity (Monitors and Modifies Own Behaviour)* – An ability to monitor and evaluate own beliefs and behaviours with regard to prejudices and personal bias, and practice new behaviour as appropriate.
- *Initiative (Addresses Current Opportunities or Problems)* – An ability to recognize and act upon present opportunities or address present problems
- *Analytical Thinking (Sees Basic Relationships)* – An ability to take apart a problem into pieces and link those pieces together (ie. A leads to B leads to C) and an ability to sort into order of importance.
- *Conceptual Thinking (Sees Patterns)* – When looking at information, sees patterns, trends, or missing pieces and notices when a current situation shows some similarities to a past situation, and identifies the similarities.
- *Listening, Understanding & Responding (Listens responsively)* – An ability to demonstrate objective and active listening. This includes an ability to seek out the facts and pertinent information before drawing conclusions.
- *Teamwork & Cooperation (Cooperates)* – An ability to participate willingly and support team decisions (ie. is a good team player). This includes doing one's own share of the work and sharing all relevant and useful information.
- *Expertise (Answers Questions)* – An ability to answer questions as an expert when asked. This includes telling people about current understanding of technical issues.
- *Developing Others (Gives Behavioural Feedback)* – An ability to give specific positive or mixed feedback for developmental purposes. This includes giving constructive feedback in behavioural, rather than personal terms, and expresses positive expectations for future performance.

TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:

Completion of post-secondary education related to Human Resources, Marketing, Public or Business Administration, Hospitality and Tourism Management, or related field. Combinations of education and experience in a health care setting related to the position, may be considered. Class 5 Drivers license required.

Experience in a cross-cultural setting would be an asset, most specifically experience and knowledge of the Northwest Territories.

WORKING CONDITIONS

Physical Demands

Standard office environment with some travel within and outside the community.

Environmental Conditions

Work is conducted mainly in an office environment within a hospital with exposure to health care workers, patients and members of the public. In this environment, confidential and sensitive documents and files must be managed.

Sensory Demands

Incumbent is subjected to eyestrain on a daily basis. Moderate intensity.

Mental Demands

Incumbent deals with constant demands and interruptions from phone, employees, etc. which makes it difficult to complete tasks in a continuous manner. Constant attention must be given to prioritizing tasks. The incumbent will be required to work flexible work arrangements, including evening and weekend support. On occasion, this position may be required to travel outside the community.

Must remain calm and focused while making accurate judgements and decisions when dealing with physicians and staff. Must remain organized and focused when dealing with conflicting priorities and short deadlines. Must be apt at problem solving, from managing change and transition to resolving operational or professional disputes, in collaboration with others.

CERTIFICATION

Position Number:

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

“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”.