

**TITLE:** Team Lead, Employee Relations (ER)/Occupational Health and Safety (OHS)

**CLASSIFICATION:** HUMAN RELATIONS 3

### ORGANIZATIONAL CONTEXT

Reporting to the HR Portfolio Director or ER/OHS Manager, the Team Lead - ER & OHS, is a working professional also responsible for the supervision of a small team. The position is responsible for coaching and oversight in the planning, development and delivery of ER and OHS advisory services for their assigned team.

This role works in collaboration with subject-matter experts within corporate Labour Relations Policy and Programs (LRPP) and the Wellness, Health and Safety (WHS) Branch to ensure alignment between corporate direction and portfolio service delivery.

This role directs the delivery of human resource services in ER and OHS ensuring the provision of effective, defensible and consistent client advisory services. The Lead ensures client service provision is in alignment and integrated within the client department's business context, strategic direction and priorities.

Depending of the portfolio assignment this position may lead ER, or ER/OHS.

### JOB OVERVIEW

*The position exists to provide team lead support to a small team of ER/OHS subject matter experts. As a working supervisor, this position is also expected to support the client departments with managing complex ER issues.*

### ACCOUNTABILITIES

#### Supervision of ER Consultants and OHS Consultants

- Provides oversight to the leadership of consistent and effective ER and OHS advisory services to department clients.
- Ensures resources and work accountabilities are distributed effectively among team to support department client needs.
- Provides strategic advice and guidance to ER and OHS consultants for contentious and complex matters. Escalates matters to policy centres (e.g. LRPP, WHS), as required.
- Works in collaboration with HR Operations Manager to ensure information is shared and the collective team is aligned in the provision of services.
- Accountable to ensure the team receives timely training and development programs to build capacity and competencies.
- Participates in Community of Practice and Knowledge Networks/Sessions to ensure provision of advice is consistent, current and aligned with PSC direction.
- Responsible for the performance excellence process for direct reports.

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### Project Management

- Lead and/or supports ER/OHS related projects and initiatives related to ER (e.g. workforce adjustments, job action readiness, performance management, attendance management, etc) or OHS (e.g. program implementation, prevention programs to reduce hazards, compliance audits).
- Ensures an alignment with PSC corporate direction and an understanding of client business and required outcomes.

### ER Advisory Services and Support

- Provides strategic guidance/coaching to HRBPs whom are accountable for managing day-to-day ER issues.
- Directly leads complex and contentious ER matters.
- Drafts and/or reviews non-disciplinary (i.e. Letter of Expectation) and disciplinary memos (Letter of Reprimand, Suspension, Dismissal, or Demotion), in consultation with HRBPs.
- Supports the HRBP with conducting a pre-disciplinary meeting to assess the need for progressive discipline measures and performance management.
- Provides guidance to HRBPs regarding the interpretation and application of applicable legislation, regulations, directives, or the Collective Agreement.
- Assists HRBPs with conducting research of relevant labour legislation, directives and case precedence to advise clients upon defensible courses of action.
- Partners with Labour Relations Policy/Disputes and Arbitrations/Labour and Employment teams to seek policy interpretation or guidance at a corporate level or for advice in relation to employee relations or grievances that are complex, unusual, or legalistic in nature.
- Works in collaboration with the HRBP and Disability Management Consultants to support the medical clarification process, including drafting and/or reviewing medical clarification letters as required. May assist the HRBP with drafting return-to-work plans and accommodations processes, as required.

### Lead and Support Grievance Proceedings

- Leads the preparation process for Level 1 and Level 2 grievance proceedings or partners with HRBPs whom have the capacity and expertise to lead the grievance on their own.
- Accountable for the following aspects of the grievance proceeding when leading the grievance process, in consultation with HRBPs:
  - Ensuring grievance timelines are met and extended as needed,
  - Identifying and communicating preliminary objections,
  - Liaise with Union, including negotiations for possible settlement or withdrawal,
  - Identifying and coordinating with the Designated Officer and Designated Officer Assistant (DoA),
  - Fulfill the role of the DoA (as required),
  - Scheduling meetings and/or hearings with all parties,
  - Preparing the employer's presentation and gathering of documents (i.e. case precedence, best practices and mitigating factors),
  - Sharing pertinent information with the Union before the meeting/hearing,
  - Ensuring the Designated Officer's decision is documented and communicated with all parties, and
  - Ensure the grievance is properly documented and appropriate trackers are updated.
- Supports Level 3 Grievance Proceeding by ensuring preliminary objections have been identified and all relevant contextual information and supporting documentation is provided to Labour Relations (LR) Advisors.
  - Liaises with the line area and relevant stakeholders to request required supporting documents, ensuring submissions are made in a timely manner.

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- Attends arbitration hearings and provides support as required, by managing witnesses and exhibits, as well as taking notes.

#### Fact-Finding

Conducts fact-finding and documentation preparation for Respectful Workplace Policy (RWP) complaints, conduct investigations, Human Rights complaints:

- Review the complaint and prepare for the fact-finding process,
- Prepare questions and schedule interviews with the applicable parties, and others pertinent to the fact-finding meeting,
- Prepare a brief summary of findings,
- Debrief with the client group on the findings and recommendations,
- Lead conclusion meetings with the applicable parties or others as needed, and
- Ensure the fact-finding meeting is properly documented and appropriate trackers are updated.
- Works collaboratively with the Investigations Unit who is accountable for re-routing files requiring formal investigations, ensuring evidence and relevant documentation is provided within a timely manner.
- Partners with HRBPs to gather relevant files and documents requested by Legal in preparing for Human Rights complaint proceedings.

#### Information Management

- Responsible for ensuring timely and accurate ER and OHS information is entered for reporting purposes.
- Coordinates reporting processes for all work and non-work related illnesses and injuries occurring within the department.
- Oversees the coordination of Workers Compensation Board (WCB) claims filed across the portfolio, in consultation with Disability Management staff.

#### Union – Management Relationship

- Develops effective and collaborative working relationships with Union representatives.
- Represents the department at Union-Management committees for issues raised in relation to Employee Relations and/or OHS processes.
- Supports the preparation process, ensuring pertinent contextual information, documentation and policy interpretations are gathered to effectively defend the employer's arguments at committee hearings.

#### **JOB REQUIREMENTS**

Previous supervisory skills would be considered an asset. Position requires a depth of knowledge and experience in Employee Relations within a unionized environment, working knowledge of OHS and a strong foundation in HR generalist functions. Position requires an in-depth understanding of the Collective Agreement and HR Directives. Position requires an understanding of how FOIP, Human Rights, Ethics Commissioner policies/processes relate to the employment relationship. The position requires excellent interpersonal skills to deal with contention and/or emotionally charged employment situations. The position requires strong listening skills, oral and written communication and presentation skills to support fact-finding and grievance presentations. Position requires project management skills

#### **BEHAVIOURAL COMPETENCIES**

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- **Systems Thinking:** Incumbent will ensure understanding of how ER/OHS situations might impact other employment systems and/or create precedent for the department or broader Government of Alberta. Position must integrate many diverse considerations when formulating options for resolving issues related to the employment relationship.
- **Creative Problem Solving:** Identifies and supports complex issues/problems brought to the attention of Executive Teams that require further HR support and analysis for resolution. This role requires a considerable analytical, interpretive and evaluative thinking to synthesize a diversity of information and to anticipate the impact of senior leadership's actions and initiatives. Ability to assess options and implications in new ways to achieve outcomes and solutions; brings the right people together to solve complex problems and find solutions. Incumbent will integrate the advice of specialists to solve complex ER/OHS situations.
- **Agility:** The incumbent must take a proactive leadership role to anticipate, assess and readily adapt to changing priorities and effectively respond to and resolve program issues and concerns. While maintaining an awareness of changing priorities, the incumbent must proactively shift strategic focus and activities as appropriate. Ability to quickly take action and remain objective in emotionally charged situations.
- **Drive for Results:** The incumbent must understand department objectives on strategic and operational matters. This role is accountable for results, but must influence to achieve those results, as most HR service provision will be managed by other groups within PSC. Sets and achieves goals to deliver multiple outcomes. Removes barriers to collaboration and achievement of outcomes; forecasts potential challenges and negotiates major issues in advance. Ability to provide courageous advice and options for leadership to consider when dealing with concerns related to the employment relationship.
- **Develop Networks:** Proactively builds networks with peers and executives in PSC, ministry clients, jurisdictional contacts and other experts in their field. The incumbent will build relationships by connecting and building trust in relationships with different stakeholders. Ability to ensure diverse perspectives are represented in decision-making.
- **Builds Collaborative Environments:** Leading a team of professional staff, the incumbent must be a strong communicator and set up processes or structures to facilitate meaningful communication. The incumbent is expected to bring people together, facilitate meaningful dialogue and motivate others to achieve results. Ability to promote positive conflict resolution through facilitating discussion and coaching others to resolve conflict.
- **Develop self and Others:** Influences internal stakeholders such as ERP, PSC, and trains and leads their direct staff, while ensuring career development paths, job satisfaction and engagement for staff are managed. The position shares learning experiences and creates plans to apply learning across the group, brings people together to examine successes and create solutions; encourages broad and systems thinking, and leverages strengths. Ability to provide effective staff leadership and development.

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