



Job Title: Human Resources Advisor (Health and Wellness)

Job ID #: HRA 3

Department: Human Resources

Reports To: Director, Human Resources

Status: Full Time, Permanent

Hours: 37.5 hours per week

Sherbourne Health Centre (SHC) provides innovative primary health care to the diverse populations of southeast Toronto with a special focus on people who are homeless, the lesbian, gay, bisexual, and transsexual and transgender communities, and newcomers to Canada. We are primarily funded by the Ministry of Health and Long-Term Care and the Toronto Central Local Health Integration Network.

We are looking for an experienced **Human Resources Advisor** to join our Human Resources team. S/he will support employees and managers as a front-line HR advisor and also manage the organization's health, safety and wellness portfolio. The Advisor will administer and case-manage disability claims, administer group benefits/wellness plans, and serve as an expert resource for employee benefit inquiries and issues. S/he will also contribute on the Joint Health and Safety Committee and provide support on accreditation and key compliance issues. A full list of responsibilities is below.

The successful candidate will be capable of working in a fast paced environment, provide knowledgeable advice and be able to maintain strict confidentiality in all circumstances.

RESPONSIBILITIES

Benefits & Wellness

- First point-of-contact for employee/manager inquiries regarding policies and procedures regarding benefit plans, legislation and attendance issues. Interpret collective agreement/policy and respond to requests for information.
- Plan Administrator for group benefit plan. Process monthly billing, and enrolment, change and termination paperwork; acts as resource and trouble-shooter for employee benefits inquiries; assist in application process, monitors and follows-up on LTD claims.
- Respond to questions from employees and processes enrolments, changes, withdrawals and terminations for submission to the pension plan provider.
- Liaise with benefit and wellness providers, employees and management on day-to-day issues and or queries.
- Coordinate and or assist with corporate events (e.g. flu shots lunch and learns wellness activities).

- Prepare various reports and analyses on benefit trends.
- Contact government offices regarding specific inquiries as requested.

Health and Safety

- Coordinate activities of the Health and Safety Committee including committee meetings, submission of monthly department inspection reports, meeting minutes, H&S bulletin board, employee CPR/First Aid training, etc.
- Assist with interpretation and adherence of OH&S legislation.
- Perform, represent, monitor and follow-up on OH&S/ MoL/ WSIB audits/ inspections.
- Participate and provide administrative support to JHSC.
- Procure and/or facilitate training programs/workshops as required.
- Maintain and improve OH&S data collection, files, statistics and records to ensure necessary information is communicated to management and JHSC members.
- Stay current with legislative updates and advise management of same.
- Proactively recommend changes to improve safety programs.
- Act as an internal resource for any health and safety-related matters.

Claims Management

- Provide full-cycle WSIB claims management support, including employee communication and documentation.
- Provide support to Managers in conducting accident investigations, identifying root causes, documentation and follow-up.
- Devise and monitor return to work (RTW) programs and options, provide mediation support, communications and advice as required.
- Track and collect data to prepare reports.
- Monitor and advise on WSIB cost statements.
- Identify and advise on trends/problem areas for the organization and recommendations for improvement/prevention.
- In collaboration with managers, provide support for injury prevention and wellness programs, disability case management and employee absenteeism as required.
- Support management with respect to workplace injury, disability accommodation and modified work issues.

General

- Advise employees and managers on policy/procedural matters, including employee and labour relations.
- Contribute to development of HR policies, systems and procedures.

Qualifications and Skills

- Post-secondary education in Human Resources
- 5+ years experience in Human Resources with Health and Wellness emphasis, ideally in a unionized healthcare facility
- Solid MS Office skills
- Level 2 OH&S Certification highly advantageous
- Knowledge of Occupational Health and Safety Act/Regulations, WSIA and MoL requirements.
- Knowledge of WSIB/disability claims management and attendance/return to work programs.
- Superior customer service and interpersonal skills.

- Ability to maintain and handle confidential/sensitive matter with discretion and maturity.
- Ability to assess risk, make recommendations and influence others.
- Excellent communication skills, written and oral.
- Well organized with the ability to multi-task and meet critical deadlines.
- Good attention to detail and accuracy

As an employer, Sherbourne Health Centre is dedicated to building an organization that reflects the diversity of our clients and the communities we serve. This includes diversity in languages spoken, culture, race, sexual orientation and gender identity. When applying, we encourage you to indicate languages you speak in addition to English.

Application: If you are interested in this position, please forward a cover letter and resume quoting Job ID # **HRA 3** by **5:00 p.m., Thursday February 16, 2012** via one of the methods below:

E-mail

myjob@sherbourne.on.ca

or

Mail

Human Resources
Sherbourne Health Centre
333 Sherbourne Street
Toronto ON M5A 2S5

or

Fax

416-324-4188

Visit our website at www.sherbourne.on.ca

We thank all applicants for their interest but only those selected for further consideration will be contacted. No phone calls please.