

JOB DESCRIPTION: Human Resources Director – Full Time – Victoria, BC

ABOUT AVI

AVI Health & Community Services (AVI) is a community-based organization providing services in Victoria, Campbell River, Comox Valley and Nanaimo. AVI works to increase health equity by providing responsive, harm reduction-based HIV, hepatitis C, substance use, sexual health, mental health, and other community health services. We envision a community where people can experience optimal health and wellness, and be free from stigma, marginalization, and criminalization. For more info please see www.avi.org

JOB SUMMARY

The Human Resources Director is responsible for overseeing all aspects of human resources management at AVI with a focus on creating a collaborative, inclusive, and supportive workplace. The Human Resources Director plays a critical role in supporting and sustaining trauma-informed service delivery that aligns with our mission and values. The Director of Human Resources is responsible for providing strategic HR leadership to the organization and is responsible for planning, developing, implementing, and evaluating AVI's Human Resources services. This role oversees all aspects of human resources services, including labour and employee relations, recruitment and selection, onboarding, payroll, policies and procedures, training and development, benefits administration, records management, labour and employee relations and compliance with relevant employment laws and collective agreements.

The Director supports and ensures that AVI promotes the dignity and respect of the people we serve with a strong focus on health equity and anti-racist, anti-oppressive, and decolonizing practices. The Director will also play a critical role in enhancing employee health and wellness through a structured organizational approach, collaborating with other leaders across the organization to support development, work-life balance, and career growth within a unionized and non-unionized environment.

As part of the senior management team of AVI, this role requires extensive experience in human resources management, strong leadership competencies, respectful communication skills and the ability to successfully collaborate as part of a team. This role reports to the Executive Director and supervises the human resources staff team of 3.

KEY DUTIES AND RESPONSIBILITIES

Human Resources Leadership:

- Leads the development, implementation and interpretation of human resources strategies, policies, programs and initiatives, ensuring alignment to AVI's vision, mission and values. (<https://avi.org/2024-2028-strategic-plan/>)
- Provides guidance, coaching, mentorship and support to the leadership team on a wide range of human resources issues including: employee relations, conflict resolution, performance management, employee retention and engagement, investigations, attendance management; training and development; and policies and procedures



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- Leads and manages the Human Resources team, ensuring effective implementation of human resources initiatives across the organization.
- Responsible for implementation and/or adherence to BCGEU and BCNU Collective Agreements as well as applicable local municipal, provincial and federal employment and human right laws
- Oversees human resource processes around workplace challenges, conflict resolution, investigations, terminations, grievances, and other sensitive employee issues
- Coaches and advises supervisors and employees through complex employee / labour relations issues and procedural inquiries
- Leads relationships with HEABC and union representatives (i.e. shop stewards and staff representatives)
- Facilitates union meetings related to grievances and arbitration processes
- Develops, leads and supports key human resources programs and projects such as diversity, equity and inclusion, decolonization, policies and procedures and occupational health and safety
- Acts as the Privacy Officer for the organisation
- Develops and maintains a process for identifying, assessing and managing risks related to human resources
- Develops and implements performance management and succession planning strategies
- Oversees all aspects of the recruiting and selection process ensuring processes are aligned with AVI's values, goals and strategic direction.
- Develops and implements recruitment strategies to promote diversity, equity, and inclusion in hiring practices.

Employee Relations and Engagement

- Models a high degree of cultural competency to staff, including ensuring services are culturally sensitive and incorporate Indigenous knowledge, practices, and approaches
- Fosters a trauma-informed, compassionate, and supportive work environment where all staff feel heard, respected, and valued.
- Serves as a trusted advisor to staff on issues related to employee relations, addressing concerns, conflict resolution, promoting a collaborative work environment and organizational culture.
- Provides advice, support and guidance to all staff on the interpretation of AVI policies, procedures and processes, laws and regulations and Collective Agreements
- Implements programs that promote staff wellness, mental health, and work-life balance, with a particular focus on supporting staff members who are directly impacted by the communities we serve.
- Serves as a resource to employees in all aspects of the employment relationship



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Training & Development

- Oversees a thorough and culturally aligned onboarding and orientation process, ensuring new hires are well integrated into AVI's operations and culture with a sense of belonging.
- Leads training for leadership on the Collective Agreements, AVI Hiring Practices and other Human Resources topics as part of the overall Human Resources team
- Leads the design and delivery of employee and leadership training programs to improve the skills and capabilities, foster leadership development, and promote organizational values.
- Identify training gaps and recommend solutions to enhance employee performance and organizational effectiveness.
- Coordinates and leads employee engagement, training and development initiatives

QUALIFICATIONS AND EXPERIENCE

- Post-secondary degree, certificate or diploma in human resources or a related discipline or an equivalent combination of training and experience
- Master's degree related to the Human Resources field is an asset
- Certified Professional in Human Resources (CPHR) designation required
- 10 years of progressively senior human resources management experience including significant exposure to labor relations, union environments and not-for-profit organizations
- Experience working with unions is required with specific BCGEU and BCNU experience an asset
- Demonstrated experience in leading a team providing conflict resolution, employee relations, and performance management
- Demonstrated knowledge and ability to ensure compliance with provincial Employment Standards, Human Rights legislation, BC Labour Relations Board, and other relevant employment laws
- Demonstrated knowledge and ability to ensure compliance with the Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Information Protection Act (PIPA)
- Training in anti-racism and cultural safety and demonstrated analysis of colonialism and the ways in which historical and ongoing colonization impacts Indigenous People
- Relevant or applicable training/experience in Diversity, Equity, Inclusion and Belonging
- Experience in investigating sensitive complaints such as harassment, bullying, and other workplace issues
- Demonstrated commitment to cultural safety, harm reduction and trauma and informed practices in the provision of health and social services
- Experience in designing and delivering training and professional development programs for leadership
- Prefers to work in a dynamic, informal, and relational workplace and brings an ability to self-reflect on the power the role holds in the agency



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- Employment subject to criminal record check for working with vulnerable populations

SKILLS AND ABILITIES

- Extensive knowledge of human resources practices and the ability to effectively collect, interpret and summarize data and legal requirements.
- Demonstrated ability to work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance service effectiveness
- Ability to model a positive, empathetic, and relational approach with a trauma informed, anti-racist and decolonial lens
- Ability to model ethical behaviors and consistently apply ethical standards to self and others
- Ability to maintain and model high standards of confidentiality
- Demonstrated ability to identify, assess and mitigate risks that may impact the organization
- Excellent interpersonal skills including the ability to coach and mentor staff, facilitate conflict resolution, foster empathic communication, and demonstrate clear boundaries
- Demonstrated verbal and written communication skills including active and reflective listening, empathy, diplomacy, feedback skills and ability to tailor communication for a wide range of audiences.
- Demonstrated skills in project management and change management
- Demonstrated understanding of the importance and role of people with lived and living experience in the development, delivery, and evaluation of services intended to benefit them
- Demonstrated understanding of the continuing and on-going impact of colonization on Indigenous people and awareness of anti-colonial and anti-racist practices and principles
- Demonstrated understanding of the principles of affirming care for people from the 2S/LGBTQQI+ communities
- Demonstrated understanding of the toxic drug crisis in BC and its impact on people who use substances
- Ability to use various digital platforms including payroll systems, Xero, MS Teams and One-Drive etc.

POSITION DETAILS:

- **Pay:** \$47.53 to \$59.42/hour dependent on qualification and experience in line with the HEABC grid for excluded management.
- **Hours and Schedule:** 37.5 hours per week, Monday through Friday. This position is hybrid with 2 days a week in office required.
- **Term:** This position is ongoing, subject to funding.
- **Location:** This is a Victoria, BC based role.
- **Benefits:** This position will be eligible for extended health, life and AD&D on the 1st of the month after this position begins. AVI pays for the entire cost of the plan on behalf of its staff.

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- **Pension:** This position is immediately eligible to join the Municipal Pension Plan. At this time, AVI contributes an additional 9.31% towards your pension account.
- **Other Perks:** This position gets 8% vacation (equivalent of 4 weeks) to start, receives a paid day off for eligible Stat Holiday, which includes Easter Monday, and accrues a Sick Bank of 6.9%. Sick and Vacation Days are both available to be used after your first 3 months at AVI.

TO APPLY

To apply, please submit your resume and cover letter on the job posting. **Please apply before 5pm on January 31, 2025.**

Application Submission: Please submit a resume and cover letter that highlights your interest in the position and how you meet the qualifications of the role. Only short-listed applicants will be contacted for an interview.

AVI is committed to equity and diversity and we strongly encourage applications from, but not limited to, folks who identify as Indigenous Persons, persons of colour, racialized, persons living with a disability, persons who use/d drugs, persons with experience of sex work, persons who live with HIV and/or hepatitis C, and persons representing diverse genders and sexualities.

Accommodations are available on request for candidates taking part in all aspects of the selection process.

