

POSITION IDENTIFICATION

Position Title	Director, Human Resources
Department	Administration
Reports To	Chief Executive Officer
Effective Date	April 2003 February 2017 June 2022 April 2026

WORKING AT MOUNT ST. MARY HOSPITAL

Join a welcoming community at Mount St. Mary Hospital, a 200-bed long term care home at 861 Fairfield Road, Victoria, BC. Rooted in Catholic tradition, Mount St. Mary Hospital offers compassionate, person centred care that honors residents' physical, emotional and spiritual needs. CARF Canada accreditation (2025–2028) reflects our commitment to excellence and continuous improvement.

Our staff are dedicated, many with 20+ years of service, creating deep relationships and continuity of care. Administration and frontline caregivers work shoulder to shoulder every day to support residents and families in a warm, respectful environment. We celebrate our people, offer an excellent pension and comprehensive benefits, and invest in professional growth.

Located on beautiful Vancouver Island, the region offers stunning natural outdoor beauty, ocean shores, forested trails and abundant recreation, while the culturally vibrant city of Victoria provides arts, dining and community events. Vancouver Island is a great work destination for professional singles and families alike, offering a high quality of life and strong community supports. If you're looking to be part of a close-knit team and build a rewarding career, we would love to hear from you.

JOB SUMMARY

Provides Human Resources leadership and strategic focus in the areas of recruitment and selection, job evaluation, compensation, labour relations, performance management, occupational health and safety, staff development and organizational development. Provides leadership to the organization-wide Mission Effectiveness program. As a member of the Senior Leadership Team, participates in planning strategic direction and in decision making regarding hospital operations.

MAJOR RESPONSIBILITIES

1. Oversees the recruitment and selection of human resources. Develops innovative recruitment strategies and works with the executive team to set standards for selecting personnel using innovative, effective practices that meet the terms of current collective agreements, and legislation. Provides orientation programs to welcome new employees, inculcate Mount St. Mary values, and enable employees to perform their job roles effectively.
2. Provides leadership to Directors on employee relations and labour issues including research, analysis and interpretation of collective agreements, legislation, policy, arbitrations and Labour Relations Board decisions.
3. Manages the interface between the hospital and the unions representing the Hospital employees in a manner that promotes a proactive labour management environment. Chairs the union/management committees, and acts as the designated contact with all provincial union representatives.
4. Manages the grievance handling process through research and analysis of facts, jurisprudence and impact on local and industry situations; acts as a resource for final review in negotiating resolutions to grievances; negotiates directly with Union representatives, liaising with HEABC as required.
5. Provides leadership in the development of Essential Services Plans; in collaboration with managers, negotiates essential service levels and attends Labour Relations Board hearings as required. In the event of job action, assumes role of Essential Services Coordinator; liaises/negotiates with Unions and coordinates deployment of non-contract staff.
6. Manages the scheduling office providing service for the Resident Care Team. Supports the scheduling staff in daily work, monitors absences and creates action plans, develops rotations to improve operations efficiency.

MAJOR RESPONSIBILITIES

7. As a member of the senior leadership team, participates in the development of hospital strategic plans, goals and objectives, policies, and procedures, management information systems and employer bargaining demands.
8. In collaboration with the senior leadership team, participates in establishing fiscal priorities and allocation of resources; coordinates preparation and oversees the annual departmental operating budget and capital equipment requests; monitors expenditures within established budgets; identifies efficiencies and promotes optimal use of resources, making recommendations on current and future program and service adjustments.
9. Develops and integrates a strategic Organizational Development plan with senior leaders to facilitate the ability of MSM to meet present and future organizational objectives. Provides Human Resources representation, facilitation support or direct leadership to executive team, supervisors, or internal committees to ensure a consistent approach to the development of all employees and the organization. Promotes a productive and cooperative work environment.
10. Identifies organizational performance issues and recommends immediate and long-term actions required for resolution (e.g. facilitates team building, resolving work group conflict, and changes in group norms, values, and culture). Identifies and uses instruments and surveys to analyze individual and group behaviour; recommends strategies for implementing and evaluating needed changes.
11. Manages change processes to support organizational performance and continuous quality improvement. Proactively promotes the development of effective processes to aid organizational transformation. Provides guidance and advice to senior leadership team and leaders on ways to address issues and develop an organizational environment supportive of the hospital mission, values and practices that enhance cooperation and mutual respect.
12. Assesses labour relations implications of proposed organization changes and provides consultation to senior leaders with regard to achievement of change within the restrictions of the collective agreements and government legislation.
13. Delivers organizational development initiatives such as employee appreciation, Mission events, service and retirement celebrations designed to affirm the hospital mission, history, and values.
14. Designs and manages the Occupational Health and Safety Program including workplace safety initiatives, WSBC program requirements, and injury claims management. Advises executive team on the interpretation and application of OH&S Legislation and Regulations. Monitors current and emerging trends in OH&S services within the health system and recommends changes to improve OH&S practices hospital-wide. Acts as an internal consultant to all employees on all aspects of OH&S.
15. Represents the employer to the WSBC, Unions, and other employers. Fosters strong relationships with the WCB and health unions. Consults with WSBC, HBT, GWL, and Directors to assist individuals in returning to gainful employment. Coordinates Return to Work plans, Duty to accommodate agreements, functional capacity assessments. and analyzes the fit to MSM job roles.
16. Supervises the hospital's first aid services for staff including training, scheduling and work standards and procedures.
17. Identifies to HEABC, issues of concern that may have provincial impact or should be addressed at collective bargaining. Provides information on the impact of potential decisions and suggests alternative solutions.
18. Represents the Hospital's interests in HR management with HEABC, Island Health, Human Rights Council, Employment Standards Branch, WSBC, HBT, and other external agencies or human resource committees as required.
19. Acts as the FOIPPA Coordinator for information requests pertaining to personnel information.
20. Ensures that the Chief Executive Officer (CEO) is informed of and aware of significant events and activities in the areas of responsibility. Provides regular reports to CEO on all aspects of the department's operation.
21. Performs Administrator-On-Call functions and, as assigned, assumes role of Acting Chief Executive Officer in the absence of the CEO.
22. Performs other related duties as assigned.

ORGANIZATIONAL RELATIONSHIPS

Communicates with diverse internal/external contacts in such a way that the overall strategy and mission of the organization is understood and supported.

Internal

- Member of senior leadership team.
- All employees.
- Directly supervises HR Assistant.
- Union Stewards for BCNU, HEU and HSA.
- First Aid Attendants.
- Administrative support staff.
- Committees such as OH&S, Mission Team, Union/Management, Integrated Quality Management.

External

- HEABC, WSBC, HBT, GWL, Human Rights Council, Ministry of Labour.
- Union officers of HEU, BCNU, HSA.
- Legal council retained on behalf of HEABC and/or MSM for labour relations issues.
- Human Resource groups, Organizational Development and Occupational Health and Industry Safety Professionals.

QUALIFICATIONS

Education, Training and Experience

- Masters Degree in Business Administration, Organizational Development, Organizational Psychology/Behavioural Science, or equivalent combination of senior administrative experience and education. Current Canadian CPHR designation
- Minimum of seven (7) years progressive experience in Human Resources and Organizational Development and/or Health Care Administration in a unionized environment and at least five (5) years at a senior management level.
- Experience managing an Occupational Health and Safety program.

Skills and Abilities

- Effective verbal and written communication, presentation, negotiation and facilitation skills.
- Working knowledge of current Organizational Development practices, Human Behaviour and Learning Theory.
- Demonstrated ability to lead and influence with a high commitment to customer service.
- Ability to coach and mentor.
- Demonstrated working knowledge of WCA, WSBC regulations, and effective disability management practices.
- Self-directed and able to manage multiple priorities.
- Ability to utilize technology to assist in managing programs and performing role efficiently.
- Ability to demonstrate hospital values in all actions.
- Ability to remain calm in stressful situations.

Personal Attributes

- High degree of integrity and honesty.
- Consistent and fair, firm and highly principled.
- Compassionate, empathetic and approachable.
- Open and straightforward communication style.
- Enthusiastic, positive.
- Respectful attitude toward others including a sensitivity to cultural diversity.

APPROVED



Chief Executive Officer

April 2026

Date