



## Human Resources Advisor

The diagnosis of a serious or life-limiting illness has profound effects on a person, their family, and friends. For more than 40 years throughout the greater Victoria area, Victoria Hospice has been caring for the dying, and supporting those who love them.

We support patients and loved ones on their journeys through life-limiting illness and bereavement. Victoria Hospice Society's mission is to enhance the quality of life for those facing advancing illness, death, and bereavement through skilled and compassionate care, education, research, and advocacy. Our desire is to provide exceptional end-of-life care for all.

Victoria Hospice staff are compassionate, caring professionals of various backgrounds. This new role will support the organization to further integrate leading human resource practices into everything we do. The incumbent will

- Join a close-knit, caring, and supportive community of Hospice staff and volunteers
- Build on Victoria Hospice's reputation and feelings of appreciation
- As the in-house human resources expert, have authority and autonomy over their program area
- Support changes to the organization's team to address several new projects and programs
- Play an important role in the community's evolving Hospice needs

## VICTORIA HOSPICE

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For more than 40 years, Victoria Hospice has been caring for the dying and supporting those who love them through programs including:

- Palliative and respite care at Victoria Hospice's 18-bed inpatient unit in the Richmond Pavilion of Victoria's Royal Jubilee Hospital. Victoria Hospice provides end-of-life care focused on palliative treatment. Our interdisciplinary team provides comfort for patients and support for their family.
- 24-hour crisis intervention by the Palliative Response Team for approximately 400 end-of life patients annually who are dying at home, and their families
- Counselling and spiritual care for patients and families before death occurs

- Grief and bereavement counselling & support groups after death occurs. Our bereavement team also offers counselling to anyone in the community who is suffering loss, regardless of whether their loss is connected to care provided at Victoria Hospice
- Internationally renowned education & research programs to advance the field of palliative care. For health care professionals, we provide publications, courses, and clinical tools to assist in the provision of expert palliative care. We also provide public education workshops and resources and training to hundreds of volunteers, both clinical and non-clinical, who give their time at Victoria Hospice

Dedicated Hospice nurses, doctors, counsellors, and others—helped by more than 300 volunteers—provide care to nearly 1,000 end-of-life patients (and their loved ones) each year. The Society employs the equivalent of 63 full-time professional staff working in direct patient/family care, education and research, volunteer management, fundraising, finance, and administration.



#### Our Main Areas of Care

- Patients and Families: For everyone facing the end of life, we are here to enhance the quality of life by providing care, compassion, and comfort.
- Bereavement Services: Our professional counsellors and highly-trained volunteers are here to help individuals and families navigate their grief journeys.
- Professional and Community Education: We help health care professionals advance their knowledge and skills in the field of hospice and palliative care. We also offer programs for the public on topics such as grief and death literacy and advanced care planning.

#### What Guides Us

- Our Vision: Quality palliative and end-of-life care for all.

- Our Mission: To enhance the quality of life for those facing life-limiting illness, death, and bereavement through patient and family-centred care, education, research, and advocacy.
- Our Values: Respect, Compassion, Integrity, Commitment, Collaboration, Excellence. Our values are the foundation of our culture and our working environment. Through them, we remain focused on maintaining a patient and family-centred caring work environment.

Victoria Hospice recently achieved accreditation with commendation from Accreditation Canada following a thorough assessment of our services and evaluation against national standards, and we are one of Charity Intelligence's Top 100 charities in 2021.

For more about Victoria Hospice, see <https://victoriahospice.org>. Our 2020/21 Annual Report can be found [here](#).

#### Strategic Framework 2019-2024: Growing our Circle of Care.

We face a significant increase in demand for our specialized palliative and end-of-life care services in the coming years. Now more than ever, Victoria Hospice must leverage our expertise, harness our resources, and expand our capacity to meet the growing needs of our community.

This framework provides inspiration and guides our work in service to our patients, their families, our partners, and our communities.

For fundraising purposes, its objectives include "Diversify funding from government and private sources" and "Foster a culture of philanthropy in all aspects of Victoria Hospice."

To see the full Strategic Framework, click [here](#).

#### Looking ahead

We are currently in the early planning stages for a capital fundraising campaign to support a new dedicated location. Victoria Hospice currently operates from the Richmond Pavilion of the Royal Jubilee Hospital. The building is more than 70 years old, and (without significant renovations) is no longer ideal for clinical care.

We will pursue a new location that is both welcoming and peaceful for our patients and their families, while offering a clinical environment that meets modern health care and safety standards.

The new location will likely house Victoria Hospice's inpatient beds and associated program areas, as well as providing a hub for our expanded community programs and services.



## THE HUMAN RESOURCES ADVISOR ROLE

The HR Advisor role is initially envisioned as a half time role, which provides expert advice, counsel and implementation on a full scope of recruitment and retention, onboarding/off boarding, performance management, job development and alignment, employee engagement, employee relations/issues management and HR policies.

The Human Resource Advisor will manage the day-to-day HR tasks, working with leadership to help develop and implement human resource strategies to improve work, achieve goals and resolve issues. The Human Resource Advisor promotes and fosters a consultative and problem-solving approach that contributes to the achievement of the goals and objectives of the Victoria Hospice Society (VHS). The Human Resource Advisor will also take on projects as directed by the Senior Director, Finance & Administration.

Typical Duties & Accountabilities:

Human Resources Strategies

- Work with the VHS Leadership team to develop programs to attract, develop and retain a compassionate, professional workforce in a competitive staffing environment
- Develop and monitor metrics and indicators to provide management with the information required to optimally support their teams
- Oversight of the employee benefits programs, including annual reviews and revisions
- Review and refine the non-contract compensation matrix in the context of the HEABC guidelines
- Assist with recruitment efforts, and prepare employees for assignments by establishing and conducting orientation and training programs
- Ensure legal compliance by monitoring and implementing applicable HR federal and provincial requirements, conducting investigations, and maintaining records
- Identify and recommend areas of improvement to internal standard operating procedures, including team restructuring and morale

#### Recruitment and Selection:

- Review and update existing job descriptions to accurately reflect the role expectations and duties
- Develop attractive job postings and deploy them across appropriate web and social media channels
- Work with the hiring director to:
- Develop interview questions, answers and scoring matrix
- Receive, respond to, review and screen job applications
- Participate in interviews and guide the decision-making process
- Complete and document reference checks
- Close the loop with all interviewed applicants to maintain future hiring prospects
- Negotiate salary, vacation etc. with prospective employees
- Prepare job offer
- Work with our paymaster to submit required paperwork
- Validate vaccinations and Criminal Record Checks as appropriate

#### Supports onboarding and off-boarding staff through:

- Coordinate the welcoming and orientation to VHS
- Review and ongoing refinement of an onboarding package to familiarize new employees with the working environment, organization structure, etc.
- Work with Corporate Services to ensure the individual is set up in the system and onboarding steps are coordinated in advance
- Assign and record equipment provided to employee, arrange for identification and access to facilities
- Ensure exit interview opportunities are provided, documented and feedback provided to management
- Submit the applicable paperwork to HR and Payroll for final pay
- Ensure all VHS equipment is returned & access information is changed
- Complete exit interviews and compile information for leadership to review

#### Payroll and Compensation Responsibilities:

##### The role will support the CFO by:

- Submitting new hire, terminations and employee change forms into Island Health systems
- Preparing employee annual salary adjustment letters
- Completing market research to support pay adjustments to the Board for approval
- Supporting the annual budget process by preparing contract and non-contract salary forecasts

#### Performance Management Responsibilities:

- Performance Management Strategies:
- Update leadership and non-leadership review templates
- Manage the bi-annual performance management cycle

- Manage timelines for staff and ensure timely completion of forms and reviews
- Support and coach Advisors with any personnel challenges, including the formal documentation process for staff who are not performing to expectations.
- To coordinate additional HR and operational projects of the office as applicable

Employee Engagement Responsibilities:

- To foster a collaborative activities and events in support of a cohesive group
- To organize and deliver the employee survey and ensure that feedback is understood and actioned as applicable

Training Responsibilities:

- To participate in the selection and/or the development of training programs for all staff, ensuring that appropriate support is provided (as applicable) for personal growth and development



## CANDIDATE PROFILE

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### Skills & Abilities & Personality

The ideal new Human Resources Advisor will possess the following traits:

- Personable, outgoing, and genuine
- Passion for Hospice's mission, and empathy for patients and family needs and experiences
- An authentic interest in people's stories and experiences, sincerity, and sensitivity
- Strong alignment to Hospice's values
- Nimble, able to deal with change & uncertainty
- Ability to work effectively with a variety of internal and external contacts including staff, visitors, volunteers, donors, and Board members
- Strong team orientation and collaborative by nature
- Sound judgment and the ability to handle matters of a sensitive and confidential nature
- Strong administrative, organizational, and time management skills
- Ability to work in a fast-paced environment and meet deadlines, complemented with the ability to take direction and show initiative as appropriate
- Strong written and oral communication skills
- Willingness and enthusiasm for continual learning
- Ability to work flexible hours when required

#### Education, Training, and Experience

Being successful in this role will depend on:

- Experience working with a non-profit organization
- Familiarity and comfort with Word, Excel, and Outlook
- Post-secondary education or equivalent education, experience, and training.
- Working knowledge of human resource disciplines
- Demonstrated consulting, coaching, and facilitation skills
- Demonstrated experience working with leadership to strengthen teams
- Ability to build and maintain relationships and communicate clearly and effectively, both verbally and in writing
- Process-oriented with strong analytical and problem-solving skills
- Influencing and negotiation skills
- Commitment to teamwork and collaboration
- Ability to organize work and manage competing and shifting priorities
- Ability to manage self in a variety of situations, maintaining a high level of professionalism

## APPLICATION AND SELECTION PROCESS

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Enquiries, expressions of interest, and confidential nominations are welcome.

To learn more or to apply, please contact Wayne Powell, CFO, 250-507-2554 or [wayne.powell@victoriahospice.org](mailto:wayne.powell@victoriahospice.org)

All submissions should be received by February 5, 2022.

Victoria Hospice offers a substantial and comprehensive compensation package, including generous holidays, extended medical and dental coverage, membership in the Municipal Pension Plan, and professional development support. The successful HR Advisor can expect a competitive salary between \$35,236 and \$45,024 for this half time role (\$70,472 to \$90,048 full time comparative), depending on experience.

Applications are invited from all qualified individuals inclusive of disability, culture, ethnicity, race, gender identity and expression, nation of origin, age, or religion.

This position is covered by the Provincial Health Officer's mandatory COVID-19 vaccination order, so as part of our commitment to the health and safety of our community, we require all employees to be fully vaccinated against COVID-19.