

## Manager, Human Resources

### Victoria Hospice Society

At Victoria Hospice, our mission is to enhance the quality of life for those facing life-limiting illness, death and bereavement through patient and family centered care, education, research and advocacy.

#### Description:

The Manager of Human Resources (HR), reporting to and working under the direction of the Chief Executive Officer, plays a vital role in providing expert advice, counsel, and implementation across a comprehensive range of HR functions. These include compensation and classification, recruitment, performance management, employee engagement, retention and succession planning, and HR policy implementation.

Working closely with leadership, the HR Manager, leads the development and implementation of human resource strategies aimed at enhancing the work environment, achieving organizational goals, and resolving challenges. With a consultative and problem-solving approach, the HR Manager fosters a collaborative and positive organizational culture, promoting open communication, teamwork, and employee development. Through these efforts, the HR Manager plays an essential role in contributing to the accomplishment of the goals and objectives of the Victoria Hospice Society.

#### What you'll do:

##### Leadership

- Lead ongoing planning for the HR portfolio to ensure fully integrated, high quality, and cost-effective service is provided that is consistent with evidence-based best practices.
- Participate as a member of the Leadership Team, in discussion of society-wide issues and initiatives and provides feedback on focus areas.
- Evaluate performance of program area against operational and strategic plans, developing strategies and solutions to address deficits.
- Develop and recommend operating budget for services within the portfolio.
- Implement, manage and assume responsibility for approved portfolio operating budgets taking corrective actions as necessary.
- Develop and maintain a recruitment, retention, and succession planning strategy for the department, in collaboration with leadership team.
- Provide input into the development and application of VH policies, standards, goal and objectives.
- Develop and maintain strong working relationships across the organization.
- Support effective change management and readiness strategies necessary to implement effective changes across organization.
- Ensure HR practices meet accreditation standards.

## Leadership Advisor

- Provide human resources advice and coaching to leaders on labour relations and general HR matters
- Provide expertise and assistance with all aspects of the employment relationship, including employee and labour relations, performance management, talent management, talent acquisition, total compensation, and employee engagement
- Interpret and provide advice on Collective Agreements, Non-Contract Terms & Conditions of Employment, legal statutes, and organizational policies to leaders and other partners
- Monitor and analyze metrics and indicators to support management and senior leaders
- Ensure legal compliance by monitoring and implementing applicable federal and provincial HR requirements, supporting investigations, and maintaining records
- Develops and implements policies and procedures to facilitate employee life cycle and provide support to organizations' leaders in their human resource practices

## Recruitment and Selection

- In collaboration with the Leadership team, develops and maintains a recruitment and retention strategy, including succession planning.
- Implement programs to attract, develop, and retain a compassionate, professional workforce, including fostering student opportunities
- Collaborate with leaders to develop job descriptions and evaluate positions based on classification systems
- Develop, implement and evaluate recruitment strategies to attract qualified candidates
- Establish compensation for new hires ensuring adherence to compensation standards
- Support hiring leaders through recruitment process
- Prepare tools and templates for recruitment, offer letters and onboarding
- Stay updated on market trends and legal requirements
- Develop relationships with external talent sources
- Support diversity and inclusion initiatives

## Managing and Monitoring Performance

- Provide coaching and guidance to leaders with respect to employee performance
- Implement and monitor employee performance management processes
- Assist leaders in handling grievances and other labour relations issues, including ability management and attendance management

#### Building and Maintaining Effective Teams

- Lead workforce strategy and plan
- Develop and implement recognition programs
- Develop and implement retention programs
- Develop and implement employee engagement programs, including total benefits program
- Provide consultation and support with conflict resolution
- Develop and implement work from home procedures
- Develop and implement process and procedures related to workplace safety

#### Seperation

- Develop and implement employee exit process and procedures, including exit interviews
- Support leaders through termination processes as required

#### Other Duties

- Regularly prepare and submit reports as required on various activities
- Participate in a variety of related committees, initiatives and projects as required
- Stay updated on HR industry trends and emerging practices

#### **What you'll bring:**

- Bachelor's degree in Human Resources, Business Administration, or related discipline
- 5 years of recent relevant experience in an HR role, preferably within a not for profit or healthcare setting
- Experience working within a multi-union setting
- CPHR designation preferred
- Other relevant qualifications will be considered

#### **What we're looking for:**

- Strong knowledge of various HR disciplines and labor law
- Effective consulting, coaching, and facilitation skills
- Ability to establish and maintain cooperative working relationships both within VH and with external organizations
- Demonstrated analytical and problem-solving skills
- Ability to conceptualize and carry out human resources initiatives
- Ability to support and mentor junior employees within the function of HR
- Influencing and negotiation skills
- Commitment to client service, teamwork, and collaboration
- Strong organizational and prioritization skills
- Professionalism and adaptability in various situations and a changing environment
- Proficiency in talent acquisition strategies and techniques

**Additional Details:**

This is a permanent, full-time position of 37.5 hours per week (1.0 FTE) Monday to Friday. Some evening or weekend hours may be required.

The salary range is \$78,150 - \$97,687, with 4 weeks paid vacation, as well as a defined benefit and pension plan.

This is an on-site position with the option to work from home on occasion.

**Application process:** Please submit a cover letter with your resume to [Careers@victoriahospice.org](mailto:Careers@victoriahospice.org) by Friday June 12<sup>th</sup>, 2026 at 9 am Pacific Time.