



### OUR VISION...

The UCCM Anishnaabe Police will be a partner in community wellness by providing proactive, culturally sensitive, and innovative service while respecting existing laws, customs, and traditions.

### OUR MISSION...

The UCCM Anishnaabe Police provides effective and efficient policing while respecting and protecting our communities.

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## JOB DESCRIPTION

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| <b>Position Title:</b>     | <b>HUMAN RESOURCES MANAGER</b>                                     |
| <b>Reports to:</b>         | Director of Corporate Services                                     |
| <b>Salary/Hourly Rate:</b> | Per Approved Salary Grid/40 hrs./week; 0.75 hrs. paid lunch period |
| <b>Job Family:</b>         | Civilian Support [Sworn in by Chief of Police]                     |

### Position Summary:

The Human Resources (HR) Manager, reporting to the Director of Corporate Services contributes to the UCCM Anishnaabe Police Service in successfully meeting its' vision of providing culturally sensitive and innovative policing services. The position will provide direction and leadership to the HR unit and has a key role in promoting and maintaining a positive organizational culture, staff relations, and overall organizational health and wellness. The Manager provides a strategic approach to human resource management while working collaboratively across the organization. The HR Manager, through the Director of Corporate Services, ensures the organization functions within HR legislative requirements and regulations, maintains and updates HR policies and procedures, meets the Vision and Mission of the UCCM Anishnaabe Police Service, and contributes to the accomplishment of the strategic priorities. The position is a business professional who will provide human resources oversight and support the organization as it grows and expands its personnel. This position requires interaction with UCCM Anishnaabe Police Service personnel, external HR stakeholders, and other agency partners.

**Safety Sensitive:**  Yes  No

This civilian support position involves contact with the public, police personnel and other justice partners on a daily basis. Civilian personnel have access to confidential information and 24 hours access to police facilities. The ability to respond, relay, and provide accurate and complete information in contributing to public safety requires alertness and sound decision-making capabilities at all times. As a result, this civilian support position is safety sensitive and the Service's Fit for Duty program applies.

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### Knowledge and Skills

- Knowledge of applicable legislation including Employment Standards Act, Human Rights Code, Community Safety and Policing Act, Pay Equity Act, Canada Labour Code; Occupational Health & Safety Act, etc.

- Experience in Human resource management and HR file maintenance
- Ability to deal with stressful and difficult situations
- Ability to work independently, lead a team, and work collaboratively as a member of the service
- Understanding of and compliance with confidentiality is mandatory
- Excellent computer skills – MS Office, Adobe, Internet, knowledge and ability to utilize social media
- Ability to handle multiple projects, meet multiple deadlines
- Excellent written and verbal communication skills
- Word processing skills of 40 words per minute
- Ability to learn very quickly in a fast-paced environment
- Ability to exercise professional judgment and reasonableness in a variety of situations, demonstrate initiative and confidence
- Human Resources Professional Association (HRPA) designation – CHRP or CHRL considered an asset.

### **Key Result Areas**

#### **A. Delivers Culturally Sensitive Approach in Services**

- Knowledge of the various cultural diversities of Manitoulin Island, and especially specific to the Anishnaabe communities; communicate with members of the public and all justice partners in a sensitive and respectful manner
- Demonstrate respect for Anishnaabe traditions, language, customs and culture while carrying out duties
- Fluency/knowledge/understanding/willingness to learn and use the Anishnaabe Language in the workplace

#### **B. Contributes to Teamwork and Positive Working Relationships**

- Maintains a positive rapport and good working relationship with personnel of the police service and other justice partners; includes, but is not limited to other police agencies, and other Anishnaabe and non-Anishnaabe partner services located primarily in the UCCM service area
- Ability to work both independently and collectively with other personnel when required;
- Cooperativeness and enthusiasm when assisting others in the workplace to meet organizational deadlines and other assignments

#### **1. Provides Human Resource Management Services:**

##### **General Human Resource Services**

- a) Ensure compliance with all applicable labour laws, and current legislation that impacts human resources;
- b) Develop and implement policies and guidelines for the selection, employment, supervision, suspension, and discharge of personnel;
- c) Review and update on a regular basis an employee classification program, which includes classifying and reclassifying positions, as needed; ensuring accurate reflection of job requirements and duties in accordance with policing industry standards;
- d) Develop and maintain performance management programs including administration of performance appraisal programs and performance improvement plans;
- e) Provide supervision of the Human Resources Unit, managing performance, expectations, etc.;
- f) Ensure letters of offer for new hires, for contract workers, are completed and advise management of any employment implications related to relevant memorandum of understandings;
- g) Oversee the recruitment process and maintain confidentiality of matters;
- h) Create and develop an orientation plan for new staff, and assist with onboarding as needed, ensuring consistency throughout the organization, and all new staff receive the appropriate equipment and training required of a new employee;

- i) Coordinate the design and development of an employee handbook, with input provided by Senior Personnel;
- j) Administer benefits for the company (Medical, Dental, Vision, Life, Short Term, and Long-Term Disability), including overseeing the completion of new employee paperwork and assisting staff members with questions related to employee benefits;
- k) Ensure human resource document changes under the benefit plans, such as updates for salary levels, address changes, change in dependents, etc. for group benefit and pension plans are completed;
- l) Conduct exit interviews and assist with data analysis and make recommendations to management for improvement for all personnel, and positions;
- m) Register/maintain memberships of personnel in professional associations and organizations;
- n) Ensure the creation and maintenance of human resource databases (i.e. uniform and equipment database, professional development database, etc.), suggest changes to the database as needed;
- o) Maintain a working knowledge of legislation and policies and procedures related to all payroll and benefits issues such as CPP and WSIB;
- p) Maintain, compose, update, and distribute applicable HR policies and procedures;
- q) Monitor legislation relevant to the organization (employment standards, occupation health and safety, human rights, etc.) and all regulations on professional certification to ensure the organization is compliant;
- r) Provide annual HR submission to Annual Report on activities completed throughout the year;
- s) Act as an expert in the UCCM APS time tracking/keeping system, ensuring updates occur;
- t) Ensure completion and preparation of Oaths of Office and Secrecy, ensure they are completed and processed with letter of appointments;
- u) Participate, or assign a member, in a variety of Committee(s) as deemed necessary (i.e. OACP HR Committee, CSS, etc.);
- v) Coordinate and attend swearing in of new officers and civilians; and
- w) Performing other duties as assigned

**Recruitment & Selection:**

- a) Co-ordinate internal and external recruitment activities for officers and civilians per UCCM APS policies and legislative requirements;
- b) Prepare job advertisements, in coordination with communications, review applications and screen as required, develop packages for interview committee(s) and facilitate interviews;
- c) Co-ordinate with Background Investigator(s) to have through backgrounds completed on potential applicants, following processes and ensuring completed forms accompany recruitment package;
- d) Evaluate recruitment processes and recommend/implement changes;
- e) Assist Operations in organizing and participating in the Promotion Process;
- f) Work with Senior Management/Command staff in identifying vacancies;
- g) Represent UCCM APS on the Constable Selection System (CSS) Committee with OACP;
- h) Coordinate UCCM APS attendance at recruitment fairs, community fairs, colleges/universities to promote UCCM APS; and
- i) Performing other duties as assigned

**Social Media Engagement:**

- a) Assist with the implementation of the organization's marketing plan as required;
- b) Assist with engagement on UCCM Anishnaabe Police Service platform (i.e. Facebook, Instagram, LinkedIn, etc.);
- c) Assist in maintaining UCCM Anishnaabe Police Service website;
- d) Assist in developing the UCCM Anishnaabe Police Service Social Media strategy;
- e) Perform other duties as assigned

**Performance Management:**

- a) Developing Performance Management and Learning and Development Plans (PLDP) for the organization and ensure the organization establishes policies and procedures to support the implementation.

- b) Educate and provide HR advice, as required, for all levels of management, including coach officers as it pertains to new officers;
- c) Support Supervisors and Officers with performance reviews;
- d) Ensure all performance management programs are completed on a yearly basis and ensure, if required, performance improvement plans are completed.
- e) Perform other duties as assigned

**Maintain and Monitor Documentation and Files**

- a) Create, safekeep, and file confidential matters on all employee personnel files;
- b) Ensuring best practices are followed for the central human resources files and data base;
- c) Maintain personnel files as it relates to progressive disciplinary measures along with developing routine correspondence to support action;
- d) Hire, transfer, or terminate/separate employee by ensuring employee record forms to add/amend personal information are provided to employees and returned for all staffing transactions;
- e) Maintain staff files relating to pay and benefits;
- f) Compose routine correspondence for the proper reporting and completion of all increases, and provide information on salaries, deductions and benefits etc.;
- g) Explain, clarify, and provide ongoing assistance to employees in person or via telephone;
- h) Ensure the maintenance and monitoring of documentation for Payroll, Public Service Pension Plan (PSPP), WSIB, STD, and LTD and reconciliation at year end;
- i) Maintain files for hire, transfer, or terminate/separate employees and ensure employees receive a copy of their issued of T4s at year end;
- j) Annually have staff complete required documents; and
- k) Perform other duties as assigned.

**Assist with Labour Relation Matters:**

- a) Assist management in the investigating, answering, and settling of grievances;
- b) Review documentation of disciplinary reports and termination reports to ensure compliance with collective bargaining agreements, including Provincial and Federal legislation;
- c) Negotiate terms and conditions of employment for Officers and Civilians as requested by DCS
- d) Assist in the negotiation of labour contracts by providing support in relation to cost analysis;
- e) Offer administrative support on labour and employment matters;
- f) Assist with conflict resolution; and
- g) Perform other duties as assigned

**Establish, Coordinate, and Monitor Health and Safety Programs:**

- a) Serve as a member of the health and safety group by:
  - Taking a leading role in the Health & Safety Committee;
  - Assist with policy and program development and accompany forms;
  - Assist with implementing training for staff; and
  - Perform other duties as assigned.

**Payroll and attendance reporting documentation:**

- a) Coordinate communication of new employee information to Finance Controller for processing of Payroll;
- b) Prepare appropriate forms;
- c) Communicate information to applicable finance personnel for all pay elements and attendance reporting for leaves earned, taken, or supplemented from vacation, sick, STD, LTD, bereavements, and other special leaves;
- d) Work with Finance Controller on financial reporting and year end reconciliation for WSIB, and Pension Plans;
- e) Ensure appropriate liaison with all staff regarding all pay and benefits inquiries and create reports as instructed;
- f) Provide assistance and support to finance regarding the anniversary calculations for vacation accruals; ensuring the information on file is accurate;

- g) Produce additional reports as required by the Director of Corporate Services in relation to overtime and manpower shortages in comparison to budget;
- h) Performing other duties as assigned

**Manage Pension and Benefits:**

- a) Regularly meet with Pension & Benefits representatives for review and updates to ensure UCCM Anishnaabe Police Service Pension & Benefits are in compliance;
- b) Maintain ongoing records with regard to the Public Service Pension plan – Ontario Pension Board (OPB).
- c) Submit information to Ontario Pension Board and/or Manulife for processing of new employee enrolment, employee separations, employee retirements and/or resignations;
- d) Answer personal, oral, and written inquiries and counseling employees regarding benefits, etc. to assist them in receiving their maximum benefit entitlement, LTD, leaves of absence, and vacation;
- e) Advise personnel of retirement and pension procedures and options
- f) Keep current on all bulletins related to benefits and preparing memorandum for the Director of Corporate Services to advise employees of revisions, new forms, and/or procedures;
- g) Assist Director of Corporate Services in evaluating benefit programs, gather research related to market comparisons, obtain quotes/financials for organization consideration; and
- h) Perform other duties as assigned.

**Manage WSIB Claims:**

- a) Act in the capacity of the Employer in monitoring workers' compensation claims;
- b) Liaise with the Director of Corporate Services with respect to approved claims and reimbursements of benefits payable;
- c) Ensure completion of the necessary documentation for WSIB claims and maintain ongoing discussion with adjudicator and employee, providing general information to assist employees with the claims process;
- d) Ensure proper maintenance of WSIB files; and
- e) Perform other duties as assigned.

**Manage STD and LTD:**

- a) Maintain ongoing discussion with insurance company in relation to employee applications for Short-Term and Long-Term disability benefits, ensure the organization, through the HR unit keeps in contact with those employees who have applied or are in receipt of benefits;
- b) Maintain an ongoing claims file folder for all claims, ensuring the waiver of life and disability premiums on approved LTD claims is applied by the insurer and provide regular updates to senior leadership;
- c) Assist in the return to work process for employees, returning to work after a disability/WSIB/illness leave, by preparing letters for the employees and doctors/treating medical professionals, to create a safe return to work plan based on employee functional abilities and the nature of the job;
- d) Maintain and review time banks in relation to the use of attendance credits such as sick time, lieu time, overtime - that allows for a 100% top up for those employees in receipt of STD, LTD, maternity leave, parental leave or WSIB;
- e) Maintain STD & LTD files; and
- f) Perform other duties as assigned.

**Training – through HR unit staff**

- a) Ensure Command Staff review current training available, and assign staff as required. Submit requests for yearly allocation with training services;
- b) Oversee the list of training required, complete requests and applications, list of seats available, confirmed, and standby, and database of training completed;
- c) Create baseline learning required for positions and create a leadership learning program in conjunction with executive leadership.
- d) Ensure Personnel are registered as required and have travel arrangements made and confirm accommodations;
- e) Forward joining and training requirements to officers and commanders;

- f) Liaise with training facilities and coordinating training;
- g) Manage *Canadian Police Knowledge Network* and *Ontario Police Video Training Alliance, Ontario Police College Virtual Academy*, for online training for officers by:
  - Coordinating with CPKN regarding member email addresses/passwords
  - Adding new hires, deleting employees no longer with the service
  - Maintaining email accounts and passwords
  - Running monthly reports of training and invoicing
  - Matching invoicing to approved training
  - Monitoring unapproved training
  - Ensuring copies of certificates are placed in personnel file
- h) Coordinate travel arrangements for Officers and for Civilians for training sessions by:
  - Contacting hotels and airlines for reservations and ensuring hotel availability
  - Complete reservation forms
  - Complete purchase orders or credit card payment based on required payment
  - Accommodate, within reason and with approval of supervisor, preferences of employees attending training
  - Advising members of confirmed details
  - Coordinating cancellations if members are unable to attend training
- i) Complete the Aboriginal Policing Professional Development Fund Bursary for each member attending a Canadian Police College course;
- j) Submit applications to funding agencies for training expenses (i.e. Canada Ontario Job Grant, etc.)
- k) Liaising with those attending the Ontario Police College and Provincial Police Academy; and
- l) Perform other duties as assigned.

**Employee Engagement and Health and Wellness:**

- a) Plans, develops, and implements, with the approval of the Director of Corporate Services, appropriate in-house programs, such as health and safety (well-being programming), specific skill-based training, and sessions to increase staff relations and company morale;
- b) Ensure coordination of the employee Peer Support program and other employee health and wellness programs;
- c) Identify programs that benefit the health and wellness of all employees, and make recommendations for the organization to implement such programs with all information being presented that needs to be considered.
- d) Coordinates the organizing and planning of service appreciation events and gifts;
- e) Prepares annual employee satisfaction survey, and interpret results;
- f) Creates programming, information sheets, and opportunities for staff to receive additional health and wellness information (health screenings, lunch and learn seminars, flu shots, fitness classes, etc.) as required;
- g) Assist in preparing award applications to various agencies (i.e. FNCPA, OACP, Governor General, etc.) as approved by the Chief of Police; and
- h) Perform other duties as assigned.

**Uniform and Equipment Ordering and Maintenance – through HR unit:**

- a) Receive Uniform and Equipment requisition, verifying need, cost, and size;
- b) Check to ensure appropriate authorization has been obtained;
- c) Advise Director of Corporate Services of budget limitations contained within the collective agreements as it relates to officer equipment/clothing or anomalies in ordering to notify the Senior Management Team;
- d) Submit request for purchase order, obtaining PO, fax/email to supplier;
- e) Ensure shipment information and product received;
- f) Follow up with invoice, follow up with returns, exchanges of uniform, equipment with supplier and officer;

- g) Maintain database of items ordered and received; cost spent by each officer
- h) Maintain a Quartermaster store of returned or extra items for redistribution and database of items with serial numbers as required;
- i) Responsible for the distribution of reports that will function of as auditing tool for Command Staff;
- j) Responsible for distribution of use of force equipment, assist staff with troubleshooting issues;
- k) Ensures proper shipping and ordering of cartridges and ammunition for all employees through appropriate uniform staff;
- l) Liaise with suppliers both regular and new for updating pricing and shipping costs;
- m) Receive instructions regarding new information on health and safety for equipment;
- n) Develop and assist in developing new forms and spreadsheets to ensure update database on equipment issued;
- o) Ensure that new hires are given the correct forms to have complete UCCM APS standard uniform and equipment;
- p) Participate in the Uniform Committee in the capacity as a subject matter expert; represent the service on the PCPG Committee with the OACP;
- q) Maintain inventory and agency list of all side arms and long guns
- r) Ensure that new hires are given the correct forms to have a complete UCCM APS Uniform, Dress Uniform and Duty Belt, issue of firearm, handcuffs, ASP, badges, wallets, collar dogs, notebooks, name tags, etc.;
- s) Assisting Operations in completing Annual Equipment Inventory;
- t) Make and issuing warrant cards for all UCCM APS employees; and
- u) Performing other duties as assigned.

**2. Provides Administration Support:**

- a) Assist in the quality assurance of the company's image through, creating and identifying, external promotional items, and various marketing materials (stand-up banner, tablecloth, etc.);
- b) Design and develop internal and external communication documents as required, ensuring consistency of the company's image;
- c) Assist the Director of Corporate Services with the development and design of the organization's Annual Report and Annual General Meeting, along with other staff identified;
- d) Assign PKI Tokens to new employees, assisting with technical issues, and issuing of door fobs; and
- e) Other office administration duties as assigned.

**3. Participate in Continuous Learning: Professional and Personal development – 40 hours minimum [Guideline Only]**

**Human Resource Manager  
Qualifications and Evaluated Competencies**

| Qualifications  |  |
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| <b>Vision and Mission</b>                                     | Demonstrates knowledge of organizational purpose – why the police service exists; demonstrates ability to identify how the position of the Human Resource Manager relates to the police service vision, mission, and organizational goals;   |
| <b>Cultural Specific Knowledge of Service Area Population</b> | Demonstrates community policing theory and philosophy appropriate for local Anishnaabe customs and culture for the UCCMM communities; respectfulness and sensitivity to the history and needs of Anishnaabe population when dealing with the public and other external partners.   |
| <b>Teamwork</b>   | Contributes positively to organizational performance goals and contributes positively to team morale; constructively contributes to team performance, willingly puts team goals ahead of individual goals; shows appreciation of the efforts of others; expresses disagreement tactfully and sensitively, gives feedback in a constructive and solution oriented manner; works cooperatively with other team members; demonstrates creativity and initiative in improving strategies and processes for enhanced team and organizational effectiveness; |

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| <b>Technical Job Skills</b>  | Demonstrate proficiency in typical task areas as identified in the Human Resource Manager job description.   |
| <b>Analytical and Problem Solving Skills; Use of professional judgment</b> | Demonstrates effective use of professional and analytical judgment in completing various tasks required in the Human Resource Manager job description.   |
| <b>Community Relationship Building</b>                                     | Demonstrates effective interpersonal skills to liaise and develop rapport with a variety of audiences: members of the public, courts, team members, and other justice partners; treats people courteously and with respect; is friendly and approachable; participates in both proactive police community education events and other general events a hosted by community groups and agencies.   |
| <b>Communication and Interpersonal Skills</b>                              | <p>Excellent verbal and listening skills and written communication skills including:</p> <ul style="list-style-type: none"> <li>• Speaking clearly with proper volume and tone emphasis and in a respectful and confident manner in all situations.</li> <li>• Giving concise, understandable, accurate directions/instructions.</li> <li>• Listening carefully for total meaning.</li> <li>• Submitting reports and required written information in a timely manner.</li> <li>• Maintaining confidence as required.</li> </ul> <p>Effective interaction with the public and other agencies in an appropriate and professional manner (courteous, polite, and positive).</p> <p>Effective interaction with peers, coworkers, officer, and all others in the Police Service in a cooperative, respectful, and professional manner including readily sharing own knowledge, credit, and responsibility.</p>  |
| <b>Professional Growth and Professionalism</b>                             | <p>Participates in in-service and cultural and language learning opportunities; proactively pursues opportunities for self-development; demonstrates personal attributes that confirm leadership skills and high regard for professionalism by:</p> <p>Adaptability and flexibility including:</p> <ul style="list-style-type: none"> <li>• Readily accepting all assigned tasks;</li> <li>• Readily accepting new work assignments;</li> <li>• Adjusting to changes in policy, procedure, methods, etc.;</li> </ul> <p>Leadership skills including:</p> <ul style="list-style-type: none"> <li>• Taking control when appropriate or necessary;</li> <li>• Accepting responsibility;</li> <li>• Working well without supervision;</li> <li>• Self-confidence and ability to motivate others;</li> <li>• Working well independently and as a member of a team;</li> <li>• Ability to support/build effective teams;</li> <li>• Ability to analyze problems, make decisions and solve problems;</li> <li>• Ability to self-assess, set own goals and work diligently toward achieving them;</li> <li>• Demonstrating initiative in approach to work;</li> <li>• Drawing from own experience to apply previously learned knowledge and skills, etc. to new or unfamiliar situations; and to learn from mistakes;</li> <li>• Setting an example for others to follow;</li> <li>• Properly using of discretion /judgment to find appropriate solutions for all situations; and make sound decisions based on all available information.</li> </ul> <p>Professional work ethics including:</p> <ul style="list-style-type: none"> <li>• Punctuality for work, breaks, court appearances, etc.;</li> <li>• Following schedule and appointments consistently;</li> <li>• Appropriate professional behavior including ability to separate personal and professional life, ensuring personal life does not adversely affect performance at work; ability to complete required tasks in stressful situations; and ability to remain calm and in control of emotions and behaviour in stressful situations.</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>• Maintain professional appearance in compliance with regulations and policies;</li> <li>• Attending work regularly(minimal incidents of absenteeism);</li> </ul> <p>Respect for authority including:</p> <ul style="list-style-type: none"> <li>• Accepting reasonable directions/orders without complaint or question;</li> <li>• Following the chain of command;</li> <li>• Accepting constructive criticism.</li> </ul>   |
| <p><b>Personal Presentation: Ethics, Values and Role Model Behaviours</b></p> | <p>Demonstrates positive outlook accepts new job challenges for the benefit of services to public; demonstrates role model behaviours both on and off-duty to reflect positively upon the police service.</p>  |
| <p><b>Essential Job Requirements</b></p>                                      | <p>Word processing skills of 40 words per minute (minimum); proficiency in computer skills to learn and master a variety of specialized software applications and databases used by the service (Intime, Microsoft Office, and NICHE RMS). Diploma or certificate in Human Resources or other related field is required. Diploma or degree in Business Administration, or Human Resources, is an asset. Knowledge of Human Resource principles and previous experience in human resources is required. Membership and good standing in the Human Resources Professionals Association is required. Emergency First Aid and Cardiopulmonary Resuscitation HeartSaver training; Valid Class G driver's license.</p> |