



Job Title	Human Resources Associate, Organizational Well-being
Reports to	Manager, Organizational Well-being
Department / Branch	People and Organizational Culture / Organizational Well-being
Job Number	1153
Jurisdiction	Out-of-Scope

Core Job Purpose

The Human Resources Associate (HRA), Organizational Well-being provides administration and coordination of specific programs such as onboarding, learning and development (Educational Assistance Programs), rewards and recognition programs (Years of Service & Retirement, Excellence Awards). The HRA also provides research and program design and delivery support to the Organizational Well-being Human Resources Consultants (HRC).

1.0 Key Accountabilities

This section of the job description provides a summary of the job’s core responsibilities. It may not include every task that is performed and it does not provide an overview of “how” each duty is undertaken. Any additional duties undertaken within the scope of the job will be based on similar skills, effort, responsibility and working conditions. Employees are expected to perform all job tasks competently and with a focus on continuous improvement through the identification of opportunities. Through the City’s performance management system, employees will work with their direct supervisor to set specific goals and objectives.

1.1 Provides support to Organizational Well-being HRCs:

- Undertakes research on emerging trends and practices on a range of human resources issues and challenges
- Prepares reports including business cases, project charters, proposals
- Provides support with program delivery
- Assists in the development and implementation of strategic HR initiatives.

1.2 Coordinates delivery of programs/services such as training, online training and eLearnings, recognition events and programming, performance management, Equity/Diversity/Inclusion (EDI)including:

- Planning and logistics
- Preparation of communications related to programs
- Administer contracts with service providers
- Tracks and reports on budgets (variance analysis), and program success (dashboards)
- Manages participant enrollment / registration processing
- Support to committees / working groups
- Provides information
- Ensures continuous improvement by collecting data, analyzing implementing strategic adjustments.

1.3 Supports and/or represents through engagement programs and/or delivers training and education related to, for example:

- Employee Engagement
- Corporate Learning & Development
- Performance management



- Rewards and Recognition
- EDI

2. Knowledge

- Knowledge of human resources management practices including the legislative context
- Knowledge of City specific human resource policies, practices, procedures and collective agreements
- Knowledge of City operations and structures
- Knowledge of customer / client service
- Knowledge of research, analysis and reporting
- Knowledge is used to provide direct client service to employees

3. Communications and Interpersonal Skills

- There is a requirement to provide formal presentations of information (e.g. meetings, committees, engagement sessions)
- HRAs deal directly with employees to confirm data and provide information related to participation in programs / recognition
- Serves as a member / chair of City working groups / committees / event planning

4. Complexity of Problem Solving and Decisions

- The HRA, Organizational Well-being is responsible for the planning, coordination and administration of programs and services - challenges are primarily related to logistics and organization of events / programs
- Understanding and ability to support and maintain a learning management system (LMS) including solving stakeholder challenges and product interaction.
- There is a requirement to apply technical knowledge related to HR programs to the creation of solutions for practical problems

5. Impact of Actions and Decisions

- Impacts are typically experienced in the context of a specific incident / issue or in relation to a specific employee -- impacts are typically related to service quality
- Impacts can also be experienced at a program delivery level through the coordination and administration of logistics and/or support to HRCs

6. People Leadership and Development

- There is no formal responsibility for leadership and development / supervision of others

7. Physical, Visual, Auditory and Concentration Demands (PVAC)

- There is a requirement to work with detailed data sets that require attention to detail (registration information).

8. Environmental Working Conditions

- There are no unusual working conditions associated with this role
- The work is performed primarily in an office environment, although access to the Flexible Work Location Arrangement Policy is available for this position.
- There may be some requirement to attend off site meetings