



Ka:'yu:'k't'h'/Che:k'tles7et'h' First Nations

JOB DESCRIPTION

Human Resources Generalist (HRG)

POSITION TITLE:	Human Resources Generalist (HRG)
REPORTS TO:	Chief Human Resources Officer (CHRO) - or designate
DIRECT REPORTS:	None at this time – but may supervise the HR Assistant from time to time if requested by the CHRO
EMPLOYMENT STATUS:	Full-Time, Permanent
HOURS PER WEEK:	35 hrs per week (work hrs may include evenings, weekends, and stats)
WORK OUT OF:	Campbell River, BC or Houpsitas/Kyuquot, BC
ONSITE/REMOTE POSITION:	100% onsite
PROBATIONARY PERIOD:	3 months (informal) & 6 months (formal)
START DATE:	ASAP
TERM POSITION:	No
END DATE IF TERM POSITION:	N/A
SALARY:	\$75,000 to \$85,000 per annum – depending on education/experience
GROUP BENEFIT PLAN:	Yes – eligible for extended health, pension benefits, EAP
TRAVEL:	Yes (meetings, training, work) with overnights in Houpsitas
CREATED/REVISED:	January 2025

JOB SUMMARY

As a modern treaty nations government, the KCFN is growing rapidly and we need to add a top-notch HR Generalist (HRG) to our HR Team! The HRG is the first point of contact for staff members and clearly understands the importance of providing quality services and supports in a timely fashion. The NRG also appreciates the fact that KCFN staff are considered “clients” and as such they deserve the very best services and supports provided by the HR Dept.

Under the direction of the Chief Human Resources Officer (CHRO), the HR Generalist (HRG) will be responsible for providing internal human resource support - including but not limited to HR administration, performance management, policy creation, recruitment, onboarding, health & safety, and acting as a primary point of contact for personnel. As a member of the KCFN Team, the HRG will work closely with management and line staff to assist in the human resource administration and operational needs and activities of the KCFN Government. The HRG must have the ability to handle personnel matters with sensitivity, tact, diplomacy, confidentiality, and professionalism at all times. This position will anticipate and respond to emerging issues, trends, and challenges that affect organizational policies, programs and services.

DUTIES & RESPONSIBILITIES

The duties/responsibilities/accountabilities of the HRG include (but are not limited to):

HR Management

- In consultation with management, recruit, interview and make staffing recommendations
- Provide personnel and employee relations support for all KCFN staff; act as point of contact for personnel matters
- Plan, develop, implement and evaluate human resources and labor relations strategies including policies, programs and procedures to address KCFN's human resource requirements
- Assist in the development and communication of all human resources policies and prepare procedures to implement and maintain the Centre's policies.
- Responsible for managing risks to reduce vicarious liability and for developing policies in compliance with human rights, employment standards, and all other employment related legislation
- Communicate to internal stakeholders in Human Resources policies, procedures, laws, standards and regulations; use effective interpersonal skills to communicate complex and sensitive information
- Research and prepare occupational classifications, job descriptions, salary scales and competency appraisal measures and systems
- Assist in the planning and administration of staffing, total compensation, training and career development, employee equity, and employment assistance programs
- Oversee appropriate orientation and training within the KCFN Government
- Research employee benefit and health and safety practices and recommend changes or modifications to existing policies
- Perform interviews, screens, and recruit for entry level, professional and technical job openings in collaboration with supervisors/managers
- Coordinate onboarding and orientation to new staff, volunteers, and student placements.
- Coordinate performance management processes for all staff including scheduling probationary and annual performance evaluation meetings with managers
- Abide by and communicate the established conflict resolution process to find a satisfactory solution to conflicts.
- Provide resolutions to employee relation issues, (e.g. employee complaints and harassment allegations, completing relevant investigations, etc.)
- In consultation with the CHRO or other managers, address disciplinary issues according to the established processes
- Implement and maintain human resources information and related records systems
- Ensure personnel and contractor files are securely stored and privacy/confidentiality is maintained
- Manage salary structure, position documentation, and evaluation systems
- Plan and organize staff events, retreats and recreational activities
- Build and sustain beneficial relationships with employment agencies and educational institutions
- Articulate the organizational mission and vision statements
- Identify and address issues that affect the overall health of the KCFN Government: morale, effectiveness, turnover, absenteeism, and productivity
- Liaise and consult with the other members of the Management Team on critical issues affecting KCFN

HR Administration

- Monitor all legislation relevant to the organization (employment standards, occupational health and safety, human rights, etc.) and all regulations on professional certification to ensure that the organization is compliant
- Monitor personnel related documentation to ensure accuracy, consistency, and relevance to business processes, specifically for staff identification and business communications administration (i.e., employment contracts, onboarding documentation, staff IDs and office resources, etc.)
- Recommend, develop and maintain human resource data bases, computer software systems, and manual filing systems
- Prepare paperwork and schedules for smooth new-hire onboarding process, coordinating with cross-functional departments to deliver an exceptional first-day experience
- Handle all administrative tasks for onboarding, new-hire orientations, and exit interviews, including data entry in human resources information systems (HRIS) and audits for accuracy and compliance
- Maintain employee database, electronic files on Bamboo HR (or other program)
- Ensure hiring forms and necessary personnel records are completed at hire
- Provide a dedicated and effective HR advisory service to employees that covers absence and health issues, conduct and capability, complaints, organizational change, and all other employee relations matters
- Be the primary backup for communicating payroll changes, including biweekly and semimonthly updates to employee files, bonus/incentive pay, vacation/sick pay, expense reimbursements, hourly-employee validations, and benefits changes
- Assist in the communication, interpretation, and upkeep of the HR Policy, employee directory, and organizational chart, and contribute to policy development
- Administer protected leave, educational leave, and retirement procedures
- Administer return-to-work processes and documentation
- Ensure effective exit interviews and processes, and provide management with analysis and recommendations
- Respond to human resources inquiries and provide direction
- Create, administer and record employee recognition and incentive programs
- Administer and record employee training and development activities, including legislative requirements, position-specific training, and funder-related training
- Coordinate and update internal employee communications, including KCFN SharePoint, Team meetings, meeting minutes and staff-wide memorandums
- Keep job descriptions current and participate in relevant reviews and audits
- Participate in development of HR objectives and systems, including metrics, queries, and ongoing reports as required
- Stay informed on new or emerging trends and technologies that provide clear HR related benefits to the organization, business partners, and/or clients
- Provide research as requested
- Respond to correspondence and information requests as required
- Submit written reports to the CHRO outlining activities, committee work, and other reports as required
- Prepare for and attend the annual KCFN Peoples' Assembly

- Complete internal administrative tasks (ie time sheets, mileage logs, personal expense reports)
- Participate in case audits, compliance audits, program evaluations and any other specially designed processes that may be undertaken to assess the effectiveness of KCFN
- Complete and monitor relevant employee health and safety administration, such as WorkSafe incident reporting and accident investigations
- Ensure commitment to quality, employee safety, and risk management initiatives
- Complete other duties and projects as assigned.

Community Development & Outreach

- Promote programs and services of the KCFN
- Attend, participate, and/or facilitate relevant meetings, conferences, or workshops as a representative of KCFN
- Respond to general enquiries and other information requests about the KCFN
- Network and liaise with other sub-contract programs, third party service providers, community agencies, funding sources, etc.
- Develop promotional material and outreach resources that advertises employment opportunities with KCFN
- Actively recruit, coordinate, and provide orientation and training for summer students (the Summer Student Hiring Program)

Training & Professional Development

- Participate in relevant conferences, training workshops and related courses and meetings for professional development as required or directed
- Provide HR advice and training to KCFN staff as needed
- Ability to develop guidelines, resources, and conduct presentations related to Human Resources and Employment Communications
- Keep apprised of relevant legislation or policy changes in relation to Human Resources and labor relations fields
- Identify professional development / training needs and brings to the attention of the CHRO or other managers

Health & Safety

- Lead, coordinate, and administer the Health & Safety Program / H&S Committee
- Ensure minutes are taken, distributed and posted as required
- Ensure that the safety program is fully compliant at all times with the applicable occupational H&S legislation/regulations
- Observe health, fire and safety regulations; uphold health and safety standards
- Ensure that the H&S policies incorporated into daily working practices are adhered to
- Assist in WorkSafe incident reporting, health and safety oversight, and other health-related administration
- Maintain Occupational First Aid Level 1 certificate - or higher
- Report and assist staff in reporting all accidents, injuries and illnesses

- Ensure compliance with applicable federal/provincial laws, legislation and regulations governing KCFN

General Duties

- Observe and uphold the policies, procedures, and practices of the KCFN Government
- Maintain a high level of confidentiality in all interactions – written & verbal – and in accordance with applicable privacy laws/legislation
- Maintain and secure facilities and equipment and ensure tangible resources are secured in a locked filing cabinet on a daily basis (ie personnel files/records)
- Ensure the premises and KCFN resources are safe and secure
- Work within an Indigenous culturally competent framework
- Notify the CHRO immediately of any difficulties including crises that may affect the ongoing delivery of KCFN’s operations
- Perform other duties as assigned by the CHRO

OTHER

- Capable and willing to travel (ie for training, meetings, client support)
- Regional travel (ie Campbell River to Housitas with some overnight stays)
- Capable and willing to travel via boat/plane and on remote logging roads
- A valid driver’s license, acceptable driver’s abstract, reliable vehicle – *required*
- WHMIS, first aid, violence & harassment prevention training – *required*
- Follow all KCFN, federal, provincial laws/legislation/regulations
- Adhere to all provincial and federal occupational health and safety regulations/practices governing KCFN
- Adhere/follow all current and future KCFN policies, protocols, and procedures
- Able to provide an acceptable *enhanced* Police Information Check (formerly known as an enhanced RCMP criminal record check) - *required*

EDUCATION & EXPERIENCE

- Degree or diploma in Human Resources – *required*
- CPHR designation (or actively working towards) – *asset*
- 5+ years working as an HR Generalist (or similar role/environment)
- Superior skills in Office 365, Google docs, Adobe, and HRIS
- Experience working in a modern treaty First Nations Government setting – *strong asset*
- Experience working in a federally-regulated environment
- Broad knowledge of core human resources functions
- Ability to undertake a wide range of HR tasks, including organizing training, personnel administration, and crafting HR policies/procedures
- Ability to act as the main point of contact for employees’ queries on HR-related topics while maintaining strict confidentiality
- Excellent analytical thinking, planning, prioritization, and execution skills
- Demonstrate high level of integrity and work ethic

- Strong communication, interpersonal and writing/editing skills; excellent file management skills.
- Ability to multi-task and prioritize tasks, meet deadlines, problem solve and take initiative
- Ability to develop and maintain strong professional relationships and work effectively with others
- Self-motivated with ability to work with minimal supervision in a team-oriented setting
- Ability to work flexible hours including evenings and/or weekends (on occasion)
- An understanding of Nuu-chah-nulth culture/language/protocols/customs

JOB COMPETENCIES

Planning/Organizing

- Plans, organizes and/or monitors one's own work or the work of others to ensure achievement of desired results
- Creates protocols, procedures or forms aimed to improve the flow of information and increase efficiency

Leadership

- Helps create a work environment that promotes and encourages team members' participation to attain common and individual objectives
- Ensures that everyone understands and identifies with the goals and searches for ways to provide motivational support to team members

Oral Communication (trauma informed practice)

- Expresses oneself clearly in conversations and interactions with others
- Speaks clearly and can be easily understood
- Tailors the content of speech to the level and experience of the audience
- Organizes ideas clearly in oral speech
- Expresses ideas concisely in oral speech
- Maintains eye contact when speaking with others (in a non-threatening way)
- Summarizes or paraphrases his/her understanding of what others have said to verify understanding and prevent miscommunication

Written Communication (trauma informed practice)

- Expresses oneself clearly in all written communications
- Organizes written ideas clearly and signals the organization to the reader (e.g., through an introductory paragraph or through use of headings)
- Tailors written communications to effectively reach an audience
- Uses graphics, charts, or other visual aids, to clarify complex or technical information
- Writes using concrete, specific language which is easy to understand
- Uses an appropriate business writing style

Diagnostic Information Gathering

- Identifies the specific information needed to clarify situations and make decisions
- Seeks out knowledgeable people to obtain information or clarify a problem

Analytical Thinking

- Tackles problems by using a logical, systematic, sequential approach
- Approaches a complex task or problem by breaking it down into its component parts and considers each part in detail
- Asks questions of others if more information is needed

Forward Thinking

- Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies
- Anticipates possible problems and develops contingency plans in advance

Technical Expertise

- Demonstrates depth of knowledge and skill in a technical area
- Effectively applies technical knowledge to solve a range of problems
- Keeps informed about cutting-edge technology in his/her technical area
- Able to develop electronic filing systems and directories to better serve the organization's employees

Personal Credibility

- Is responsible, reliable, ethical, accountable and trustworthy
- Does what he or she commits to doing, respects confidentiality of information, and carries a fair share of the workload
- Takes responsibility for own mistakes and does not blame others

Thoroughness

- Ensures that one's own and others' work and information are complete and accurate
- Carefully prepares for meetings and presentations; follows up with others to ensure that agreements and commitments have been fulfilled
- Sets-up procedures to ensure high quality of work
- Monitors the quality of work
- Verifies information
- Checks the accuracy of own work and that of other people (attention to detail is key)
- Develops and uses systems to organize and keep track of information or work progress
- Organizes information or materials for others

Initiative

- Identifies what needs to be done and does it before being asked
- Helps out in other departments if needed
- Takes action prior to being asked
- Does more than what is normally required in a situation
- Seeks out others involved in a situation to learn their perspectives
- Takes independent action to change the direction of events

Fostering Innovation

- Develops, sponsors, or supports the introduction of new and improved methods, products, procedures, or technologies
- Develops a new service or way of getting things done
- Develops a new method or approach
- Develops better, faster, or less expensive ways to do things
- Works cooperatively with others to produce innovative solutions

Dealing with Difficult Situations

- Able to stop, listen, and understand the problems/issues - then try to remedy the situation
- Keeps one's emotions under control
- Tries to resolve issues before they escalate to management
- Restraints negative responses when provoked, or when faced with opposition or hostility from others
- Maintains composure in difficult or stressful situations
- Responds calmly in emotionally charged situations
- Keeps calm when provoked and takes action to calm others
- Thick skinned and exhibits calm, cool, collected

Time Management

- Switches between tasks to ensure that both internal and external client needs are met. This may involve re-prioritizing daily tasks as each day progresses to ensure that newly emerging, urgent issues are resolved, while not losing sight of longer-term projects
- Shifts attention quickly to respond to the unexpected and simultaneously makes progress on planned activities
- Understands what is required to get things done and establishes/implements an effective course of action (e.g., establishes appropriate deadlines and meets/exceeds them)
- Plans each day's work to complete time-sensitive issues before deadlines
- Takes ownership for delivering results on multiple projects or initiatives
- Establishes and maintains systems and files to help resolve pending issues and problems in a timely manner
- Re-prioritizes work efforts based on changing situations and emerging issues (e.g., in response to organizational, systems, and/or market changes)

TEAM COMPETENCIES

Team communication

- Sends clear messages/communications (verbally and in writing) to persons inside and outside the organization
- Follows-up with message senders where things need to be clarified or where ambiguity exists
- Employs conflict resolution skills with employees, customers, vendors, shippers, and other stakeholders when problems/issues arise
- Participates (and sits on) various committees as requested by the CHRO
- Open to feedback from others
- Willing to give feedback to others

Team collaboration

- Considers alternate solutions provided by team members, information sharing and participatory goalsetting
- Tries to understand/balance the needs and constraints of other teams – and finds ways to achieve win-win solutions

Team leadership

- Facilitates team problem-solving, synchronizes and combines individual team member contributions,
- Seeks and evaluates information that impacts team functioning
- Clarifies team member roles,
- Engages in preparatory meetings and feedback sessions with the team/committees

PHYSICAL DEMANDS

- Working at a computer for extended periods
- Able to set-up for events (ie job fairs)
- Some heavy lifting (ie boxes of files)
- Stressful situations at times

GENERAL

The above statements are intended to describe the general nature and level of the work being performed by employees assigned to this role. This is not intended to be an exhaustive list of all duties and responsibilities. KCFN management reserves the right to amend, change, add or remove responsibilities to meet business and organizational needs as necessary, and in accordance with applicable employment laws “notice to employee requirements.”

Employees have the right and responsibility to ensure their own healthy and safe work environment, by exercising their right to: “Information, Instruction and Training”, “Refuse Unsafe Work” and “Participate in Workplace OH&S Programs”, as outlined in the applicable health and safety legislation or any other laws or regulations, both provincially and federally governing KCFN. It is intended that all

tasks and responsibilities are performed by staff in a manner that ensures their safety and health and those of their coworkers.

In the outlined duties of this job description, it is highly probable that the employee will be exposed to very confidential and sensitive information. Therefore, it is intended that employees fulfilling these tasks will do so with the strictest of confidentiality as outlined in KCFN’s Confidentiality Policy/Confidentiality Agreement, and will adhere to all applicable provincial and federal legislation governing same.

Employees are expected to adhere to all current and future company policies (ie HR Policy/Employee Handbook, Covid, and other Safety Policies).

Employees are also expected to wear or use the required personal protective equipment (PPE) while discharging their duties in the workplace and follow *all* safe work regulations/safe work practices.

All new employees must provide an *acceptable* Police Information Check (PIC) formerly known as a Criminal Record Check to the employer as a condition of employment. Vulnerable checks are required for those employees working with *vulnerable* persons. The employer will bear 100% of this cost. KCFN management will ultimately determine, in its sole discretion, what is deemed “acceptable” should such a check come back positive on a potential new hire. An *unacceptable* PIC will immediately void or cancel an *Offer of Employment* to a potential new hire.

All new potential hires (as well as current employees) are required to notify the employer immediately if they are charged with a criminal offense. Failure to do so may result in progressive discipline, up to and including immediate dismissal of the employee.

I have read, fully understand, and agree with the above-noted job description.

Employee Signature

Manager Signature

Employee Name *(Please Print)*

Manager Name *(Please Print)*

Date Signed

Date Signed