

## CITY OF HAMILTON

### CITY MANAGER'S OFFICE (HUMAN RESOURCES DIVISION – LOCATION – 100 KING ST. W., 10<sup>th</sup> FLOOR)

### HUMAN RIGHTS AND WORKPLACE HARASSMENT INVESTIGATOR

#### JOB SUMMARY:

Reporting to the Supervisor, Diversity and Inclusion, the Human Rights and Workplace Harassment Investigator is responsible for handling all matters as they pertain to Human Rights, Harassment and Discrimination to ensure that the City's workplaces are in alignment with the relevant legislation and the City's policies and procedure. Responsibilities include conducting complaint intakes, receiving, assessing, investigating, mediating and advising on human rights, harassment and discrimination complaints as well as providing advice and counsel to all levels of management and staff regarding management of workplace accommodations. The Human Rights and Workplace Harassment Investigator portfolio includes the ongoing development and facilitation of human rights, harassment and discrimination related training and education. The incumbent will be responsible for developing policies, procedures and processes to ensure compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Employment Standard. The Human Rights and Workplace Harassment Investigator also functions as staff liaison to several Volunteer Advisory Committees within the Diversity and Inclusion portfolio.

#### GENERAL DUTIES

Provides advice and consultation to all levels of management and staff in response to inquiries regarding harassment and discrimination issues as defined by the Ontario Human Rights Code and the Occupational Health and Safety Act.

Manages cases in accordance with the City's policies and procedure on harassment and discrimination prevention, including issues related to employment accommodation, AODA Employment Standard implementation and compliance, and Section 32 of the Occupational Health and Safety Act specific to workplace harassment.

Conduct thorough and defensible investigations in accordance with relevant policies; resulting in reports containing factual findings and analysis of evidence for the review of senior leadership.

Monitors case law which may support the need for development of workplace policies and procedures that prescribe employer obligations in areas related to code-protected harassment and discrimination and personal harassment. Assesses and reports on emerging human rights case law, occupational health and safety case law, and legislative changes.

Provides administrative support to Volunteer Advisory Committees through the preparation of meeting materials and liaising with appropriate internal City staff regarding committee inquiries and requests. Responsible for providing support in meetings outside standard business hours.

Analyses trends in complaints or violations of policies and recommends appropriate follow-up such as harassment or discrimination dispute resolution options, education or information sessions, policy revisions.

Assesses the need for departmental training, development and/or education on human rights issues, personal harassment, and discrimination; develops, recommends and delivers, appropriate activities and other interventions to address identified needs.

Monitors compliance with harassment policies and investigation recommendations.

Evaluates effectiveness of recommendations and interventions and makes recommendations on policy and procedural changes if necessary.

Carriage of Applications made to the Human Rights Tribunal of Ontario (HRTO), which includes selecting the appropriate legal counsel, working with legal counsel to determine the City's strategy and appropriate response, responsible for compiling and preparing documentation pertinent to HRTO applications and attending Tribunal Hearings/Mediations on behalf of the City.

Participates in ongoing professional development opportunities including workshops, network meetings, conferences to remain current on all legislative requirements affecting Human Rights and AODA Employment Standard requirements.

Prepares statistical reports and data analysis of cases.

Participates in projects to support the City of Hamilton's Diversity and Inclusion initiatives.

Develops human rights communications and consultation strategies as needed, including information dissemination to all employees.

Performs other duties as assigned which are directly related to the responsibilities of the position.

**QUALIFICATIONS & REQUIREMENTS:**

1. Minimum four-year undergraduate degree in a discipline that covers human resources management, employment law, mediation, conflict resolution, or disability management, or an equivalent combination of education and related work experience. CHRL preferred and/or experience working in Human Resources functions.
2. Comprehensive knowledge of Human Rights and Employment legislation, including the *Ontario Human Rights Code*, *Occupational Health and Safety Act*, *Bill 132*, and *Employment Standards Act*. Working knowledge related to employment accommodation in accordance with relevant legislation and organizational policies and procedures, including the AODA Employment Standard.
3. Demonstrated experience conducting effective and thorough investigations and following formal documentation processes. Ability to assess complaints through investigations, fact gathering and document review. Ability to appropriately manage emotionally driven and sensitive situations. Demonstrated ability using discretion and tact when investigating and addressing sensitive situations.
4. Highly developed conflict resolution and dispute resolution techniques and skills.
5. Utilizes sound judgement to provide advice, coaching and consultation to all levels of management and staff as well as Volunteer Advisory Committees. Demonstrated competency to work independently within an HR team environment to champion positive outcomes. Superior problem solving, mediation, facilitation and analytical skills. Makes recommendations and provides appropriate follow up in the areas of education, information, mediation and policy revisions.
6. Ability to assess training needs for multiple internal and external stakeholders. Proven competency in the design and delivery of effective training and presentations. Possesses an understanding of adult learning principles and facilitation skills for facilitating/presenting to adult learners.
7. Demonstrated ability to work effectively with people at all levels within the organization.
8. Demonstrated experience in analysing and identifying issues in an objective manner.

9. Excellent communication skills including verbal and written formats. Strong report writing skills to convey complex findings in a clear and concise manner. Experience preparing statistical reports and data analysis.
10. Ability to oversee complaints made to the Ontario Human Rights Tribunal and to develop strategy and responses at hearings/mediations on behalf of the City.
11. Experience in a major unionized public-sector organization would be an asset.
12. Formal Investigation training is considered an asset.
13. Ability to work outside regular business hours and occasional travel as required.

**NOTE:**

**The incumbent shall comply with all health and safety policies and practices for this position and the workplace.**

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