

TCITY OF HAMILTON

CITY MANAGER'S OFFICE

(HUMAN RESOURCES DIVISION – TALENT & DIVERSITY - LOCATION – 100 KING ST. W., 10th FLOOR)

DIRECTOR, TALENT & DIVERSITY

SUMMARY OF DUTIES

Reporting to the Executive Director, Human Resources, has overall responsibility for the management of Talent and Diversity. Responsible for the development and implementation of the City's Talent Management Strategy consisting of Workforce Planning, Talent Acquisition, Succession Planning, Employee Engagement and on-boarding of new employees. Also includes responsibility for the management, oversight, and adherence to all related Human Rights, Diversity, Inclusion, Access and Equity, and Accessibility for Ontarians with Disabilities Act (AODA) policies, procedures and related legislation.

As a member of the Human Resources leadership team, support and promote leading and best practices in a manner which aligns with corporate strategic objectives, vision, mission, and values.

This position collaborates with and supports leaders from across all departments. In this role, the incumbent must be a broad-based thinker who is able to create and convey the linkages between talent management programs and interventions that align with the business strategy. Of equal importance is the ability to proactively set out talent management that enable leaders to understand, buy-in and effectively implement.

Oversee the effective implementation and utilization of the Human Rights Business Partner role. Incumbent must be able to influence, persuade, and support General Manager and Director levels throughout the organization in order to develop sustainable and effective engagement in the Business Partner process to achieve a value add proposition.

The role ensures the delivery of expert and knowledgeable advice to all levels of management, staff and Council with respect to human rights administration as well as the integration of equity, diversity, inclusion, accessibility principles, and policy outcomes in accordance with the City's vision, values, goals and strategic planning process. This position is responsible for the management and ongoing development of human rights, access and equity training, education and consultations, including the creation and implementation of a strategic plan for Diversity and Inclusion for the City of Hamilton. Also oversees all internal and external public complaint investigations including those made to the Ontario Human Rights Tribunal.

Responsible for the implementation, monitoring, and evaluation of the Ontarians with Disabilities Act (ODA) 2001, AODA (2005) and the Equity and Inclusion Policy. Evaluates, recommends, and reports on corporate and legislative compliance.

GENERAL DUTIES

Provide strategic thought leadership and expert consultation on all aspects of talent management including assessment, succession management, talent pipelines, high potential identification, executive coaching, on-boarding, and selection processes and works closely with HR colleagues and leaders to deploy solutions.

Design and deliver the City's workforce planning strategy to ensure that the City has the right people in the right place at the right time at the right cost to execute its business plans.

Engage senior management and business leaders in discussions of future business strategies and the workforce implications and guide the integration of workforce planning with strategic planning, business planning and budget preparation.

Leverage workforce analytics to assist with workforce planning, employee demographic trend analysis and workforce segmentation e.g. identifying positions at risk of attrition, positions that are mission-critical or difficult to replace, positions that require a succession plan, as well as inform workforce management decisions and the talent management plan for the City.

Research best practices and new approaches to effect the continual improvement and efficiency of City of Hamilton recruiting strategies, examine hiring trends, and anticipate the organization's response to labor market changes, such as shortages and surpluses.

Provide direction and oversight to the development and promotion of attraction and recruitment strategies for targeted talent pools, e.g. young professionals, diverse populations who have employment barriers, fostering a culture of inclusion. Work collaboratively with other Human Resources Division leaders to develop and implement HR strategies and support the People Plan for the organization and ensure appropriate alignment and integration with business programs, strategies and services.

Accountable for hiring, training, advising, supervising, disciplining, and evaluating the performance of staff including: 1 Recruitment Supervisor, 13 Recruiters, 3 Human Resource Business Partners, 3 Human Rights Specialists, 1 Research Analyst, 2 Administrative staff.

Prepare and administer annual budget for section, approve expenditures against the budget plan within delegated authority. Administer a centralized corporate budget for Human Rights, Diversity and Inclusion.

Accountable for procurement processes and negotiating contracts to ensure access to cost-effective leadership development training, employee assessments, engagement surveys, job advertising, executive search agreements, single source temporary agency services, etc.

Serve as an unbiased consultant to the organization in an effort to mitigate risk and ensure fair treatment and a balanced approach for all impacted with regard to the implementation of new policies / procedures/ organizational change, problem resolution and human capital decisions.

Demonstrate the importance of business continuity and organizational alignment by working across business channels to resolve issues and implement new processes.

Provide strategic advice and guidance to the Executive Director of Human Resources and Organizational Development, and all other stakeholders, including City Council, on the development and implementation of human rights related policies, procedures and obligations. This is accomplished through proactive systemic intervention, education and effective complaint investigation and resolution systems.

Ensure that all Human Rights and Access and Equity policies, programs and services are delivered in accordance with City and Provincial guidelines in the most effective and efficient manner.

Provide ongoing education, counsel, guidance, and support to senior management with regard to organizational responsibility and liability in the area of harassment, discrimination and human rights.

Advise City Council, management, staff and the public on legislative requirements of AODA (2005). Manage compliance with provincial and federal statutes, regulations and standards and municipal by-laws and policies related to access, equity, diversity and inclusion.

Oversee eight Volunteer Advisory Committees comprised of citizens providing input and guidance to City Council. Provide ongoing leadership through effective management techniques and implementing organizational change management approaches and initiatives. Work closely with directors and managers of City departments and other internal and external stakeholders to lead the implementation and monitoring of the Equity and Inclusion Policy and the AODA (2005) Legislation.

Ensure compliance in accordance with the City's policies and procedures on harassment and discrimination prevention, including issues related to employment accommodation and Bill 168 (*amendment to the Occupational Health and Safety Act*).

Has overall responsibility and accountability for all applications made to the Human Rights Tribunal of Ontario, which includes selecting the appropriate legal counsel, working with legal counsel to determine the City's strategy and appropriate response, and attending Tribunal Hearings/Mediations on behalf of the City.

Responsible for proper reporting of emerging trends and proper monitoring and interpretation of local data relevant to marginalized groups and underserved communities to assist departmental staff with identification and elimination of systemic barriers, priority setting, tools development, program implementation and evaluation. Responsible for the management and communication of applicable statistical reports and data analysis of related cases handled on an annual basis.

Adequately assesses training needs and provides training opportunities including the development and/or education on human rights as well as access and equity issues.

Ensure compliance with legislation, policies and strategic direction including (but not limited to) Human Rights, AODA, Employment Standards and multiple Collective Agreements.

Drive for continuous improvement in cycle time, process and candidate quality, cost per hire and customer experience through effective development and utilization of proactive recruitment methodologies.

Represent Human Resources Division at Senior Management Team, Council Committees and meetings as required. Develop or direct the development of reports and presentations as required.

Act as Executive Director of Human Resources and Organizational Development in his/her absence as required.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

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

QUALIFICATIONS

1. Undergraduate or Graduate Degree in equity and diversity studies, human resources management, organizational change or other related field or an equivalent combination of education and progressively responsible and relevant experience at a senior management level. CHRL or related professional designation is preferable.
2. Post-secondary training in mediation, dispute resolution, human rights, equity and accessibility.
3. Strong business acumen in all areas of human resources. Progressively responsible management experience in a related Human Resources function. Proven experience managing and developing a high performing multidisciplinary professional team with expertise in relevant areas including recruitment, selection, retention, equity, diversity, inclusion, human rights, accessibility, and research analysis. Demonstrated ability to initiate, lead, and implement progressive and proactive human resource policies and programs.
4. Excellent leadership skills; highly motivated, ability to drive results with an ability to inspire and motivate others.
5. Excellent strategic and problem-solving skills to effectively identify learning and development needs and determine solutions that fit the business needs in a dynamic, changing environment. Ability to think strategically and translate concepts into actionable items.

6. Excellent conflict management, mediation, and dispute resolution skills. Demonstrated knowledge and proven experience of alternative dispute resolution.
7. Ability to effectively and efficiently deliver end-to-end responsibilities from strategy development to special project management, consultations and hands-on daily execution.
8. Organizationally savvy, understanding organizational culture and ways of working within an organization; ability to read people well and navigate relationships. Highly developed interpersonal skills with the ability to interact and build relationships in order to communicate effectively at all organizational levels to deliver results.
9. Outstanding learning agility and ability to operate in a dynamic and sometimes ambiguous environment.
10. Comprehensive knowledge of current issues and best practices related to human resources, recruitment, selection, human rights, diversity, employment equity, inclusion and cultural competence including but not limited to the Ontario Human Rights Code and related legislations, statutes, standards, Charter of Rights and Freedoms, MFIPPA, AODA (2005), Health and Safety legislation, Employment Standards Act, etc.
11. Superior demonstrated knowledge and understanding of the application of workforce analytics and HR metrics.
12. Proven leadership and relationship management skills with an emphasis on the ability to influence and build collaborative relationships across a broad spectrum of internal and external stakeholders. Superior knowledge of change management and cultural transformation approaches; and demonstrated experience to lead change within a complex environment and manage diverse stakeholder's needs and interests.
13. Demonstrated strategic, lateral and conceptual thinker with strong analytic and planning skills.
14. A fully accountable leader who can effectively articulate, implement and execute a vision with measurable results.