



EXTERNAL POSTING

1.0 FTE – Full Time Regular

People Operations Specialist

Parkdale Queen West Community Health Centre (PQWCHC) is a community-based non-profit health service organization with a mission to provide healthcare to people where, when, and how they need it. We're looking for people who share our commitment to clients, community, equity, and social justice.

YOUR ROLE IN OUR MISSION

We're hiring our first People Operations Specialist, who will be a process and data specialist, building and maintaining systems that enable organizational people practice priorities. PQWCHC has grown significantly, so the Human Resources team is building out new practices and services to support the evolving organization. You'll use digital skills and people operations expertise to continuously improve our people systems, manage and analyze workforce data, and manage employee lifecycle processes.

YOUR TEAM

The Human Resources team is focused on reducing friction for others. We streamline, simplify, and clarify people processes so that our colleagues can dedicate as much time and energy as possible to serving our community. We are outcome oriented and actively strive to take anti-oppressive and relational approaches to our work.

Because PQWCHC is a community-based organization that serves clients on-site, we work in-person from our offices in the Parkdale and Queen West neighbourhoods. We believe that sharing space with clients and colleagues helps us serve them well. The Human Resources team maintains flexible working hours; some of us work 8-4, and others work 10-6.

WHAT SUCCESS LOOKS LIKE...

...in the first month

- Become familiar with our existing collective agreements (we're proud to have ONA and UFCW members on staff)
- Begin building relationships with the IT, finance, facilities, and continual improvement teams
- Familiarize yourself with our Dayforce HRIS
- Begin posting jobs on internal and external sites
- Learn how to administer HOOPP and Manulife benefits
- Begin to action repeatable/standardized elements for employment lifecycle events, including hiring, performance management, leaves, transfer, retirements, exits

...in the first three months

- Begin making recommendations for continuous improvement initiatives, and document practices as they evolve
- Take on responsibility for digital and data elements of continuous improvement initiatives on the team
- Begin to coordinate mandatory training and core orientation logistics
- In collaboration with Senior Manager and Human Resources Business Partner, collect and monitor indicators to track key indicators regarding organizational people practices.

WHAT WE'RE LOOKING FOR IN A CANDIDATE

We know that some applicants are more likely than others to self-select out when reviewing sections like this. If you're on the fence about whether you're a fit, we encourage you to apply!

Required

- HR knowledge and experience, including
 - Experience managing an HRIS and/or ATS
 - Knowledge of applicable legislation, especially ESA and OHRC
 - Experience managing data using Excel or other spreadsheet software to enable effective analysis of workforce data
- Strong project implementation skills
 - Comfortable adopting new technology and tools
 - Ability to communicate complex processes and systems to nontechnical audiences
 - Demonstrated ability to work collaboratively across disciplines
- Ability to think critically and analytically about complex challenges
 - Comfort navigating change and uncertainty
 - Experience applying principles of anti-oppression to everyday work

Assets, but not required

- Experience implementing Dayforce HRIS and/or Microsoft 365 automations
- Experience administering benefits and/or payroll
- Experience in a unionized environment
- Education, work, or volunteer experience in Human Resources Administration, Product Management, Data Analysis, or Service Design

COMPENSATION AND BENEFITS

- Annual salary between \$65,684 and \$79,473, depending on prior experience
- HOOPP defined benefit pension plan, with employer contributions
- Immediate access to extended health care, dental, life insurance, and long-term disability benefits for you and your immediate family
- Annual performance development fund for your continued education
- Paid time off for sick, vacation, float, professional development days

HOW TO APPLY

- In the body of an email, please briefly tell us how you meet the required qualifications listed above. Send this with a resume attached to lmilito@pqwchc.ca.
- We'll start reviewing applications on September 15 and will continue to conduct interviews until the position is filled.
- If you require accommodation throughout the interview process, we invite you to let us know in your application email.
- You can expect a response confirming receipt of your application. Beyond that, we are only able to commit to responding to applicants who are invited to interview.

ADDITIONAL INFORMATION TO CONSIDER

- This is a job ad designed to help you learn about the organization, team, and role. If you'd like to see the formal job description associated with this position, please follow [this link](#).
- Employment is conditional upon full compliance with our COVID-19 immunization policy.
- PQWCHC is committed to the principles of access and equity. We strive to reflect the diversity of communities we serve, and encourage applicants who reflect this full range of identities. We do not discriminate based on citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, or record of offences.
- All our sites are in south- mid-west Toronto, with most of our administrative spaces at 168 Bathurst St. Our sites are accessible to people who use wheelchairs, and have gender neutral washrooms.