

Career Opportunity:

Full-Time Director of People and Culture



Are you passionate about your work and looking for a way to apply your skills and talents in a meaningful way?

Do you have the People Leadership skills to jump into an organization in the midst of exciting and transformational change?

At Lions Foundation Canada Dog Guides (LFCDG) we help people with medical or physical disabilities lead independent lives by providing them with a dog guide at no cost to support them in their daily lives. The school is unique in offering 7 different programs serving between 150-200 new clients annually and supporting over 1100 active clients. The school operates out of our central location in Oakville, ON and a breeding and training facility in Breslau, ON with plans to move to our new leading edge facility in late 2025.

The Opportunity:

Full-Time – Director of People and Culture:

As the Director of People and Culture you report to the CEO, and are responsible for the planning, supporting, implementation and ongoing services of a progressive HR function that will drive and support the organizational values, goals and desired culture for employees and volunteers.

This is an exciting opportunity to help shape the culture of the organization as we plan for growth and build on our already amazing team of professional staff and volunteers.

Key Responsibilities:

Human Resources:

- Delivers day-to-day human resource services and support to supervisors/management in relation to the employee life cycle, volunteer management, policy development, conflict management, and employee engagement
- Supports the CEO and Sr. Mgmt. team in building a culture that reflects the organizational values
- Develops and implements an annual HR operational that aligns goals, plans and continuous improvement initiatives to the organizations values and strategic priorities
- Ensure HR needs are being met in a proactive manner
- Ensures people managers are supported in the completion of performance appraisals for staff including setting and measuring annual performance goals for each staff member, aligning the goals with established operational plans and that all is communicated effectively with each assigned staff member
- Provides advice to management regarding changes in the legal framework with respect to employment law and engages with legal counsel surrounding employment law as required.
- Identifies and manages HR risk in the organization
- Manages emerging HR issues including the development of recommended changes to policies, procedures, standards or practices.
- Maintains all employee files, records and data in order to provide a comprehensive, efficient, accurate and current record of all matters pertinent to employment including positions, background checks, tenure, credentials, retirement, leaves, transfers, promotions, attendance, performance, salary and benefits, emergency contacts, etc.

- Maintains all volunteer files, records and data in order to provide a comprehensive, efficient, accurate and current record of all matters pertinent to a volunteer including skills, positions, background checks, tenure, retirement, leaves, performance, emergency contacts, etc.
- Utilizes and interprets a wide range of HR data to identify trends and provide insights and feedback on program and policy design, effectiveness and recommendations on program execution
- Compiles and prepares required reports and surveys and compensation and statistical data for both internal and external requirement and responds to questionnaires, surveys and correspondence from professional organizations requesting information on the HR programs
- Manages, administer and oversees the compensation program including updating salaries in the HR database, Honorariums and prepares reports for finance and providing input as required into the compensation planning and budgeting exercise.
- Manages payroll administration and processing in addition to other administrative duties such as providing employment history and verification for references as required
- Manages, administers, delivers, communicates and oversees the employee group benefits and RSP programs including negotiations and agreements with suppliers
- Liaises with Workplace Safety and Insurance Board, Ministry of Labour (including EHT), Occupational Health and Safety and other governing bodies to meet health and safety requirements and reporting needs
- Manages return to work processes and workplace accommodations plans
- Oversees Accessibility for Ontarians with Disabilities Act (AODA) compliance and reporting
- Identifies and accelerates the development of the organizational capability through development and implementation of a succession planning program
- Participates, in conjunction with other members of the Management team, in the preparation and monitoring of the annual plan & budget and strategic plans
- Ensures all policies, programs and procedures are fully up-to-date and accessible to all staff and volunteers

Leadership:

- Provides vision and leadership to create a workplace where employees are supported and empowered to do their best work to deliver on the organization's mission.
- Employs a variety of measurement strategies to evaluate results and future investment of resources
- Collaborates with other teams to diagnose issues, align processes and recommend enhancements
- Builds and maintains strategic relationships and partnerships that benefit LFCDG's programs and services
- Promotes and inspires a culture of high performance and puts a focus on continuous improvement and a work environment that values learning and commitment to quality
- Identifies opportunities to increase the effectiveness, efficiency and quality of HR Programs

Contribution to Team:

- Participates in team and staff meetings and provides ideas for improvement
- Builds, maintains and leverages relationships with all stakeholders including providing support to all management and non-management employees and volunteers surrounding all human resources matters
- Leverages networks and external contacts to stay knowledgeable in HR market trends and up to date on best practices
- Contributes to work and projects at the Management team level
- Works to build collaborative relationships with LFCDG staff
- Fosters knowledge-sharing and communication across all departments and across the organization to ensure collaboration and informed work

- Performs other duties as required and as requested

You will bring to the opportunity (Qualifications and Requirements):

- Bachelor's degree or equivalent in Human Resources Management or Business Administration or a related field is required.
- HR designation (CHRP or CHRL)
- A minimum of 7-10+ years of progressive HR experience in with at least 5 years in a management capacity, preferable in a non-profit organization.
- Experience creating an inclusive, welcoming and competent work environment including retention and succession planning/implementation, training, coaching and best practice development.
- Strong business acumen with the ability to develop and implement HR strategies that support business goals, objectives and the desired organizational culture
- Advanced strategic thinking, problem solving and critical thinking skills
- Experience with change management and project management initiatives
- Exceptional interpersonal and communication skills both written and verbal, including presentations
- Through knowledge of Ontario employment legislation, standards and regulations and proven experience working with employment lawyers to deal with day-to-day employment legal matters as they arise and an ability to research and interpret legal information
- Experience in all aspects of volunteer management as well as practical experience working with volunteers.
- Strong leadership skills including the ability to coach, mentor, influence and negotiate.
- Demonstrated conflict resolution and mediation skills
- Able to work with sensitive information and maintain confidentiality
- Experience with ADP Workforce Now software, or other HRIS software
- Demonstrated experience in developing and managing HR budgets
- Ability to work independently and as a collaborative team member

Schedule

- Monday – Friday (8:30am – 4:30pm)

Location

- Hybrid of remote and onsite work arrangement based out of our office in Oakville, ON

Please forward a cover letter and resume to hr@dogguides.com

Annual Salary: 97,139.53 – 114,281.80

Lions Foundation of Canada Dog Guides is committed to employ people from diverse backgrounds and we actively demonstrate inclusiveness through fair, equitable and accessible hiring practices. We recognize the strength that comes from different experiences, backgrounds and perspectives and welcome candidates who identify as visible minorities, Indigenous people, persons with disabilities, and persons within the LGBTQ+ community. We feel it is important as an organization that all people have access and opportunity to be employed, to be valued and to be respected. Accommodations for job applicants with disabilities will be provided upon request during the recruitment, assessment, selection and placement process. Alternative format available on request.