

POSITION TITLE: Human Resources Generalist	POSITION NUMBER:
DEPARTMENT: Corporate Services	PROGRAM AREA: Human Resources
REPORTS TO: Human Resources Manager	REVIEW DATE: January 2026

PURPOSE OF POSITION: Reporting to the Human Resources (HR) Manager, the HR Generalist provides expertise, support and consultation in all areas of human resources management including but not limited to: Recruitment, Orientation and On-Boarding, Human Resources Information System (HRIS), Performance Management, Compensation and Benefits Administration, Human Resources Policy and Procedure Administration, Collective Agreement Administration, Employee and Labour Relations Support, WSIB and Sick Leave Administration, including Return to Work Planning and Coordination, Management training on HR practices and legislation, HR Strategy Initiatives, Employee Wellness, Reward and Recognition, Health and Safety, Attendance Management, Retirement Planning and OMERS Pension Plan Administration, Job Evaluation Support, and general Human Resources Consultation.

POSITION SKILLS & COMPETENCIES REQUIRED:

Education: Graduate of post-secondary education (3 years) degree or diploma from a recognized Canadian University or College and a CHRL professional designation (Certified Human Resources Leader) from the Human Resources Professionals Association (Ontario).

Related Experience: 5-7 years' relevant Human Resources Generalist experience.

Specific knowledge, skills, abilities:

- Advanced skills and experience in managing and administering HR-specific programs.
- Advanced interpersonal communications skills including coaching, counseling, and the ability to collaborate and negotiate with internal and external contacts.
- Advanced oral communications skills.
- Advanced knowledge of current HR legislation, Employment Standards Act, Labour Relations Act, Pay Equity legislation, Canada Pension Plan, Employment Insurance, HR Policy and Procedures, Collective Agreement administration.
- Intermediate written communication skills including attention to detail and accuracy of information to draft policies and procedures and to communicate effectively via email and correspondence.
- Intermediate knowledge and experience to apply fair and equitable judgment in key areas of responsibilities.
- Intermediate skills and ability to handle multiple tasks, prioritize work and meet deadlines.
- Intermediate organizational and time management skills.
- Intermediate understanding of business processes and change management.
- Intermediate skills in Microsoft Word, Excel, PowerPoint, and Outlook.
- Intermediate knowledge of HR-related software.
- Valid driver's license and reliable vehicle or the ability to travel in a timely and efficient manner to locations within and outside the health unit district.

KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY)

Lead HR specific assigned area program planning, development, implementation and evaluation based on HR Strategy, staff input, interdisciplinary & interest holder consultation, as well as current HR research.

- Develops, implements and evaluates the annual HR operational plan for assigned program responsibilities, including resource allocation for program implementation.
- Develops and implements HR program assigned area-specific policies, procedures, standards and/or guidelines which reflect legislative or regulatory requirements, professional standards and expectations.
- Maintains awareness of current human resources trends and research.
- Analyzes and interprets relevant data to support program planning, implementation and evaluation.
- Develops and monitors HR program indicators and reports to Executive and Board of Health, as required.
- Liaises with other programs, health care facilities, municipalities, community agencies and service providers to ensure delivery of up-to-date HR programs.

Provide HR expertise, support and consultation to Vice Presidents, Managers, Supervisors and staff, in the interpretation and application/implementation of Agency HR Policies & Procedures, ONA Collective Agreement and employment legislation.

- Consults, interprets, advises and insures consistent application of overall health unit policies and procedures, HR Policies, employment legislation, collective agreement and general Agency Policies and Procedures.
- Ensures HR best practices and compliance with legislation: ensures fair and consistent employment practices across the Agency.

Provides and/or recommends appropriate tools, techniques, systems, practices, policies.

- Participates in development of Agency/HR policies and procedures; identifies and recommends areas for improvement.

Provide general HR support

- Responds to general employee inquiries and recommends equitable resolutions.
- Assists employees regarding employment-related issues and problems solves issues with staff.
- Provides confidential support to staff regarding personal needs/development and refers staff to appropriate services including Employee & Family Assistance Program (EFAP) if required.
- Provides back up to other HR Generalist portfolios and Payroll.

Contribute to Agency management, promotion & development

- Contributes to and provides leadership in the development and achievement of Agency mission and goals.
- Acts as educator, mentor and consultant to Supervisory staff on issues related to current HR practices.
- Collaborates with community agencies and municipalities to share HR expertise, build and foster partnerships and communicate Agency priorities and services.
- Supports, initiates and participates in HR research initiatives.
- Contributes to and provides leadership in the development and achievement of Agency mission and goals.
- Advocates for the development of public health practice through participation in professional associations and activities.

Contribute to team and agency effectiveness

Ongoing

- Provides leadership in service and program areas in carrying out their program mandates.
- Works collaboratively as a member of the team; actively works to foster positive team functioning and provides functional supervision to the HR Program Assistant (PA).
- Demonstrates commitment to, and functions in a way that is consistent with, the agency mission, vision, values and strategic directions.

- Promotes the goals of Public Health and the position of the agency on issues within the community and health care system as a whole.
- Respects and ensures confidentiality in all work performed on behalf of the agency.
- Demonstrates a strong customer service focus in dealing both internally and externally.
- Participates on agency-related committees and provides leadership as required.
- Understands the need to become redeployed and/or reassigned as part of the public health response to an emergency or natural disaster.

Management has the right to change position requirements from time to time as Agency conditions dictate.

CONTACTS & COMMUNICATION:

Internal: HR Manager, VP Corporate Services, Human Resources staff, Medical Officer of Health, Associate Medical Officers of Health, vice presidents/managers/supervisors, Agency staff.

External: Professional peers, applicants to Agency, government agencies, benefit carriers, benefit broker, HRIS provider, payroll provider, OMERS, training providers.

RESPONSIBILITY FOR RESOURCES:

Staff: Provides advice and guidance to staff members, including employees, supervisors, managers, vice presidents, regarding HR strategies, programs, protocols and policy. Jointly provides functional guidance/supervision to Human Resources PA, in conjunction with Human Resource Manager including assignment of work and individuals in key areas of responsibility.

Financial: Change authorization and audit of payroll and benefit plans. Reconciliation of pension contributions, manages vision care entitlements and claims and other HR benefit expense claims

Information: Manages employee personal records and is custodian of confidential employee information. Collects, monitors, analyzes, interprets and communicates data relating to assigned HR area; provides input and direction in design of data collection, including processes, and analysis systems. Oversees the storage and handling of records. Interprets agency/service area/program policy and legislative

Materials & Equipment: Uses equipment and materials related to job function.

EFFORT REQUIRED:

Mental:

- Considerable attention to detail/visual concentration for computer use, HR administration, and audits.
- Considerable audio concentration for listening to candidates during interviews, employee/Union payroll and/or benefit concerns and problems.
- Considerable attention to detail/audio concentration for significant number of meetings, telephone
- Strict deadlines related to benefit/pension and payroll administration.
- High Volume of Work.
- Analysis related to remittances, employee information/statistics, employee compensation.
- Must remain current with human resources practices, employment and pay legislation, and health unit policies and procedures.
- Considerable and multiple interruptions by staff for consultation and advice
- Considerable analysis related to ongoing evaluation of HR, troubleshooting, consultation, monitoring & assessment of data, risk assessment on advice given.
- Priorities shift often due to juggling workload demands, need for planning & change requests
- Moderate negotiation, conflict and crisis management related to agency functioning. May be involved in complaint investigation, resolution and legal report writing

Physical:

- Considerable time sitting at computer and in meetings for majority of work but can move about freely.
- Considerable manual dexterity for computer work/keyboarding.

WORKING CONDITIONS SPECIFIC TO POSITION:

- Standard office environment.
- Occasional travel is required to other sites.
- Limited exposure to adverse conditions
- Limited overtime is required to meet job demands.

I have read the Position Description and understand the duties and responsibilities as assigned.

EMPLOYEE'S SIGNATURE: _____ **DATE:** _____

MANAGER'S SIGNATURE: _____ **DATE:** _____

Position Approvals:

VICE PRESIDENT'S SIGNATURE: _____ **DATE:** _____

MOH/CEO SIGNATURE: _____ **DATE:** _____

POSITION HISTORY: Oct. 27/06 – Position Description was revised to include additional position information that was missing from initial Description and resubmitted to the Job Evaluation Committee as a replacement for the initial May 10/06 Description.
Nov. 2/06 – Minor modifications were made to Position Description as a result of the Job Evaluation Committee review of all agency non-union positions, including reconsideration requests.
April 2012 HR Generic Generalist Position created with applicable addendums for multiple HR Generalist positions assigned within the newly created department of HR and Infrastructure.
Feb. 2019 HR Generalist education and experience and cross-training (PD under review)
March 7/2019 – Job rotation clarification
January 2026 – elimination of portfolio rotation and addendums