



## NON-CONTRACT ROLE DESCRIPTION

JD2972

<b>ROLE TITLE:</b>	Coordinator, Employee Records	<b>ROLE DESCRIPTION NO.:</b>	00775
<b>DEPARTMENT:</b>	Employee Records	<b>HEABC REFERENCE NO.:</b>	18721356
<b>REPORTING TO:</b>	Manager, Employee Records	<b>HSCIS CODE:</b>	06099
<b>CLASSIFICATION:</b>	NCEM/Range 7	<b>JOB CODE:</b>	06099D

### ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority, patient safety is a priority and a responsibility shared by everyone at VIHA; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, Employee Records, the Coordinator is responsible for the operation of a designated Employee Records office and the delivery of services in a multi-site, multi-union organization. Supervises staff, providing leadership and development opportunities to ensure Employee Records meets the goals and objectives of the service. Acts as the liaison for agencies such as the Pension Corporation, Healthcare Benefit Trust and BC Medical Services. Grants access to the Pension Corporation secured websites and requests access to external websites such as HEABC, Healthcare Benefit Trust and Pacific Blue Cross. Oversees participation in retirement seminars as requested. Documents processes and procedures required to ensure accurate and timely service provided to all clientele. Assesses the quality of the service, setting in motion quality improvement measures as required. Ensures compliance with legislative regulations, collective agreement provisions and organizational policy.

### DUTIES AND RESPONSIBILITIES:

1. Responsible for the delivery of service provided by the HR Access, Learning and Event Planning, and Data Management Teams.
2. Develops and delivers benefit and pension services, administers the pension and benefit plans, ensures accurate and timely processing of employee benefits and related services using HRIS; communicates benefit and pension plan changes to employees and other parties within VIHA; organizes and implements systems and processes to ensure service meets legislative, collective agreement and organizational policies.
3. Develops and delivers HR data management services, administers the employee database, provides accurate and timely processing of staff employment transactions which include job postings, salary administration and entitlements under the various collective agreements, Non Contract Terms & Conditions of Employment and organizational policy.
4. Develops and delivers recruitment and retention assistance services to HR Business Partners through employee orientation, onboarding, legislation compliance and documentation review.
5. Provides advice and guidance to the organization on a range of benefit and pension matters that include, benefit entitlements and processing death claims. Provides interpretation and application advice of the benefit and pension plans, researches relevant legislation. Develops policies to ensure the organization remains compliant with relevant legislation.
6. Prepares statistical information and reports for management as required.

7. Supervises staff by hiring and supporting the development of those assigned to the team. Provides an ongoing training and development environment for new and existing staff. Provides clear definitions of responsibilities and levels of authority; provides orientation and support to new staff; establishes performance standards, evaluates staff performance to improve individual and organizational performance; takes corrective action up to and including termination; encourages participation in quality improvement activities in the delivery of quality services; approves and assigns work schedules; evaluates staff development needs, manages and monitors attendance.
8. Responsible for completion of employee performance reviews under the VIHA Performance Link Program.
9. Maintains the accuracy and currency of the information on the department's internal website.
10. Manages leaves of absence, including LTD, by monitoring employee leaves for pension and benefit impact. Establishes processes for employee paid benefit coverage; provides claim information to agencies such as ICBC and HBT; establishes links with Finance regarding remittances.
11. Establishes processes utilizing HRIS database to meet employer's obligations for employee reports such as employee seniority reports and pension demographic information..
12. Maintains related records and files in a secure and confidential manner, ensuring that access is appropriate and in accordance with legislation and organization policy. Recommends policy/procedure changes to ensure compliance.
13. Monitors and implements change in legislation, collective agreements and organizational policy as they relate to the provisions of employee records and benefits
14. Acts as a liaison for the organization with agencies such as Pension Corporation and Healthcare Benefit Trust.
15. Assesses the quality of the service, works with managers and staff in resolving issues, and investigates complaints seeking resolution.
16. Interprets and applies the collective agreements, represents the employer in labour relation matters and determines the disposition of grievances.
17. Carries out assigned research projects as required and prepares/presents related reports.
18. Maintains records/statistics as required for purpose of audits or issuing reports on an as needed basis.
19. Apprises the Manager of issues that will have an impact on existing or planned operations of the service.
20. Perform other related duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

A level of education, training and experience equivalent to a Bachelor's Degree in a related discipline such as Human Resources or Business Administration and 5 years' recent related experience in a multi-union environment preferably in healthcare, with supervisory experience.

### **Skills And Abilities**

- Excellent communication (verbal and written) and analytical skills.
- Highly developed abilities to lead, direct and develop staff.
- Strong interpersonal skills and the ability to deal effectively with clients such as managers, employees and union representatives.
- Demonstrated knowledge of compensation and benefit plans.
- Ability to function well as a member of a team.
- Ability to work effectively under pressure and with changing priorities and deadlines.
- Demonstrated organizational and planning skills.
- Strong computer skills with systems such as HRIS and ESP, as well as spreadsheets, word, database software.

- Use of a personal vehicle to facilitate travel in a multi-site organization.