



## NON-CONTRACT ROLE DESCRIPTION

JD4694

<b>ROLE TITLE:</b>	Manager, Recruitment	<b>ROLE DESCRIPTION NO.:</b>	4694
<b>DEPARTMENT:</b>	Talent Acquisition, Onboarding and Retention	<b>HEABC REFERENCE NO.:</b>	18721340
<b>REPORTING TO:</b>	Director, Talent Acquisition and Retention	<b>HSCIS CODE:</b>	06010
<b>CLASSIFICATION:</b>	NCEM/Range 9	<b>JOB CODE:</b>	91293

### ROLE SUMMARY

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

Reporting to the Director of Talent Acquisition and Retention, the Manager of Recruitment is responsible for the effective and efficient functioning of the team across Vancouver Island. The Manager provides leadership, expert advice and counsel on full scope internal and external recruitment and retention services for unionized and non-contract roles. The Manager is a key partner of the Director, Talent Acquisition and Retention and works closely with senior leadership, medical leaders, professional discipline leaders, program managers and directors to provide subject matter expertise, consultation, education and training on internal and external recruitment services as well as career transitioning process and support. The Manager leads a team of high performing Talent Acquisition professionals to partner with Human Resources (HR) staff and clients to achieve business outcomes. The Manager leads staff and builds the strength of the team and coordinates the day-to-day processes and activities for areas of responsibility by guiding efficient use of resources and facilitating support as needed by team members; develops, promotes and maintains relationships; participates in the development and implementation of related policies, procedures and programs; provides expertise, recommends and implements solutions for Island Health's recruitment, onboarding and career transition issues; ensures consistency and standardization of policy, practices and service delivery within the organization. Works in collaboration with Director of Talent Acquisition and Retention, Manager, Talent Sourcing and Onboarding, HR Consultants, Managers and Directors within the People portfolio to ensure an integrated and seamless service delivery model and works with management staff regarding recruitment activities, advising on salary placement, and candidate negotiation. The Manager is responsible for the overall workflow within the department to ensure compliance of collective agreement language, confidentiality, time sensitive issues, HR policies, and recruitment processes and guidelines. Identifies and communicates service needs to the Director, develops and recommends budgets, monitors expenditures, analyses and reports on variances.

As the business owner of the Applicant Tracking System (ATS), the Manager ensures integral processes are in place and is responsible for the decisions on the upgrades, education, and changes and maintenance to the system to ensure it meets the business needs. Working with the systems team to resolve issues, develop processes, and determine necessary upgrades. Maintaining a strong collaborative relationship with the vendor of the ATS is essential in this role. Reviewing and advising with the Vice President of People and Director of Talent Acquisition, Onboarding and Retention to review and ensure the ATS is meeting the needs of the organization.

Travel may be a requirement of this position. Transportation arrangements must meet the operational requirements of Island Health in accordance with the service assignment and may require the use of a personal vehicle; and Valid BC Driver's License.

### DUTIES AND RESPONSIBILITIES:

1. Oversees and provides guidance on the development of the recruitment plans across internal and external hiring processes for the organization. Ensures that all recruitment initiatives including: policies, practices, tools, job posting, hiring processes and infrastructure are aligned to best practices, collective agreements, and terms and conditions.

2. Responsible for allocation of resources, prioritizing portfolio responsibilities, developing and managing budgets, monitors expenditures, and enabling performance development equally for all team members. Implements remedial action, evaluates, and provides input to the overall goals, objectives and operations of the team.
3. Recruits, interviews, hires, and manages a team of diverse and highly qualified recruitment and employment professionals in accordance to Island Health's values and leadership accountabilities. Setting goals and objectives by providing leadership through collaborative coaching, guiding, and modelling key behaviours and strategies, encouraging open communication and providing guidance and advice to any work issues and assessing performance outcomes to ensure and adherence to both the People portfolio and the organizational strategic goals and objectives, including all recruitment efforts towards a representative workforce, and including post secondary institutions, hiring fairs, career fairs and other external agencies to promote Island Health Careers.
4. Conducts and provides performance reviews including feedback and personal, professional, and strategic organizational goals.
5. Works closely in collaboration with the People portfolio to design the vision and strategy for the Talent Acquisition and Retention team to ensure effective recruitment, hiring, and onboarding of internal and external hiring.
6. Collaborates with leadership, strategic recruitment and other departments to ensure processes are in place for specialty education Registered Nurses, New Grad Hiring, and other difficult to fill positions. Commits to supporting an integrated and seamless service delivery model by partnering and collaborating with other HR professionals from the Centres of Excellence. Provides knowledge and expertise on various Recruitment processes with a focus on creating Island Health as a great place to work.
7. Process owner and lead for all hiring processes including design and documentation.
8. Working with ATS vendor and support team to ensure best reporting and hiring processes are in place. Working through process improvements with vendor to ensure the enhancements are in line with the business needs of the organization. Creating and posting reports to ensure visibility for the unionized employees. Analyze issues, trends, and opportunities to develop, implement, and evaluate human resource strategies to improve service, achieve goals, and resolve issues.
9. Working in collaboration with the Manager, Talent Sourcing and Onboarding to ensure the Talent Acquisition, Onboarding and Retention team is strategically working in alignment with the goals to address the difficult to fill requirements, hiring/job fairs, international recruitment hiring, and other recruitment challenges.
10. Represents Island Health on committees or task groups as required.
11. Performs other related duties as assigned.

## **QUALIFICATIONS:**

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

A level of education, training and experience equivalent to a Bachelors' degree in a related discipline such as Human Resources of Business Administration, plus five (5) to seven (7) years' related experience including a leadership role within Human Resources, preferably in a health care setting.

### **Skills And Abilities**

- Excellent interpersonal and leadership skills, including tact and diplomacy, in dealing with a variety of work situations such as: employees, hiring managers, directors, leaders, team members, other departments, and the general public.
- Ability to provide mentorship and professional development to individuals and team members.
- Ability to build stronger partnerships and relationships by nurturing trust within the direct team and surrounding departments.
- Demonstrated ability to communicate effectively both verbally and in writing.
- Ability to build strong, positive relationships with various stakeholders in a consultative/collaborative manner and have the ability to facilitate and influence others to achieve resolution and results.

- Ability to engage in conflict resolution and negotiation skills with a solid understanding of HR practices, related employment legislation and overall knowledge of collective agreements.
- Demonstrated a collaborative ability when approaching issues with client and solution focused methods, finding creative and proactive ways to improve service.
- Ability to perform effectively in a complex, changing environment and lead and support change.
- Commitment to continuous learning of best practices and processes.
- Demonstrates leadership competencies including facilitating team effectiveness and supporting team's professional development.
- Ability to respond to the need of stakeholders.
- Ability to create and execute relevant policies, procedures, and processes aligning to organizational strategic goals and HR hiring best practices.
- Demonstrate analytical, critical thinking, problem solving skills, and have excellent organizational skills including the ability to prioritize workload to meet deadlines.
- Ability to problem solve with a global perspective in order to incorporate the organizations systems and strategies when exploring viable solutions.
- Skilled in the operation of a personal computer for office applications and HR Information and ATS systems.
- Valid BC Drivers License and use of a personal vehicle.
- Physical ability to perform the duties of the position.

LEADS in a Caring Environment Framework: <https://www.leadscanada.net/site/framework>