



NON-CONTRACT ROLE DESCRIPTION

JD5414

ROLE TITLE:	Specialist, Respectful Workplace	ROLE DESCRIPTION NO.:	5414
DEPARTMENT:	Employee Relations	HEABC REFERENCE NO.:	18721119
REPORTING TO:	Manager, Respectful Workplace Services	HSCIS CODE:	06060
CLASSIFICATION:	NCEM/Range 8A	JOB CODE:	91591

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.

Island Health's values provide the foundation for creating a respectful workplace culture. Respect is identified as one of our values and reflects a shared core belief in valuing each individual and bringing trust to every relationship.

Everyone has the right to work in an environment that is free from disrespectful behaviour, bullying and harassment, and forms of discrimination, as legislated in Worksafe BC legislation, BC Human Rights Code, Occupational Health & Safety legislation and various collective agreements.

Reporting to the Manager, Respectful Workplace Services, the Specialist, Respectful Workplace is responsible for assessment, process determination, investigations and/or implementing appropriate alternate dispute measures to support concerns to resolution. Performing all tasks from report to resolution while demonstrating a high level of judgement in evaluating and mitigating legal and reputational risk to the organization, the Specialist ensures a consistent, fair and unbiased approach when dealing with reports of workplace incivility, bullying and harassment, discrimination and discriminatory harassment that fall under the Respectful Workplace Policy. This work takes a people-centred and trauma-informed approach in addition to a strategic focus to identify systemic factors that may be contributing to, or perpetuating, workplace conflict and require implementation of a broader response.

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.

DUTIES AND RESPONSIBILITIES:

1. Performs all aspects of complaint investigation such as:

- conducting complainant, respondent, witness and other interviews as required;
- collecting and analyzing documentation and evidence from various sources;
- production of completed investigation documentation;
- writing detailed reports, file and maintain records; and
- proposing supplementary information to interest holders based on investigation findings.

2. Interpret Respectful Workplace policy and relevant legislation to assess scope of concerns brought forth and to determine and implement options to address diverse, complex and sensitive situations, including investigation, alternate dispute resolution or a broader organizational approach.

3. Provide consultation, assessment and determination of organizational response for reports made pursuant to the Respectful Workplace Policy. This may include implementing alternate dispute measures, such as conflict coaching, mediation, facilitation, workplace assessment and/or investigation to support resolution.
4. Where threshold for investigation is determined, the Specialist will determine an internal or external process as per established criteria, best practice and with considerations for individual and organizational needs to achieve the best outcome.
5. Provide expertise and support in the implementation and application of the Respectful Workplace Program, Island Health Respectful Workplace Policy, and related processes and procedures.
6. Coach and educate managers and staff on respectful workplace concepts, behavioural expectations, and impact to staff and culture.
7. Provide expert guidance and interpretation to leaders and other interest holders regarding applicable human rights and other legislation, Respectful Workplace Policy, cultural safety, anti-racism, and collective agreement provisions related to bullying, harassment and discrimination.
8. Develop and deliver training and related educational resources to Island Health leaders and staff, and work collaboratively with HR/LR Services and other People teams to support a positive, respectful, and culturally safe work environment.
9. Provide quality peer review of internal investigations to ensure best practice standards are met and provide quality assurance and acceptance of third party/external investigation reports on behalf of the organization.
10. Maintain confidential and up-to-date case files and escalate referrals to third party investigation or conflict resolution based on assessment of risks, contractor suitability, budget and outcome considerations.
11. Manage complex internal complaints and those that cross organizational boundaries from report to resolution to ensure that Island Health fulfils its legislated obligation under the Respectful Workplace Policy and related legislation to provide a safe workplace.
12. Consult with participants throughout the organization for collaboration on resolving complex complaints.
13. Build positive and collaborative relationships with Unions in respect to Respectful Workplace issues.
14. Represent Island Health on related matters including various committees, working groups and task teams as assigned.
15. Provide representation as an expert participant for respectful workplace appeals, tribunals and civil actions related to bullying, harassment and discriminatory harassment files if required.
16. Work with Unions and Worksafe BC representatives to develop a consultative approach to mutual problem solving, enhancing communication, proactively anticipating, and resolving issues and implementing required changes.
17. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Degree in a relevant discipline such as Human Resources, Organizational Development, Business Administration, or other relevant social science discipline, supplemented with 5-7 years of recent, related experience in workplace investigation and alternative dispute resolution mechanisms, preferably in a health care or other complex unionized setting, completion of an accredited Mediation Skills, Conflict Coaching and/or Workplace Conflict course(s) as well as relevant certifications would be considered; or an equivalent combination of education, training and experience.

Valid BC Driver's license.

Skills And Abilities

- Demonstrated ability in investigative procedures, interviewing, report writing, and applying sound judgment, best practices, policy and legislation to make informed decisions related to racism, discrimination and other complaints that fall under the BC Human Rights Code and relevant OHS legislation.

- Experience in the application of trauma-informed approaches and inclusive, culturally safe practices. Understanding of the issues faced by people from equity-seeking groups ensuring a fair process for all complainants and respondents.
- Self awareness of internal bias and a culturally- sensitive, trauma- informed approach, to client services.
- Comprehensive knowledge of human resource and labour relations practices as they relate to respectful workplace, human rights legislation, bullying and harassment legislation and dispute resolution practices.
- Ability to function effectively and independently in a highly dynamic environment, including working under pressure, responding to changing priorities and managing emotionally charged situations.
- Demonstrated ability to provide supportive leadership to diverse groups and interact comfortably with a variety of disciplines at all levels of the organization.
- Demonstrated ability to establish and maintain effective working relationships with employees at all levels of the organization and in a complex multi-union environment.
- Demonstrated ability to work independently and in collaboration with others.
- Demonstrated strong and respectful communication skills, both verbal and written.
- Ability to identify opportunities to coach and educate managers and employees on respectful workplace concepts, behavioural expectations, and impact to staff & culture.
- Excellent conflict resolution, facilitation and/or mediation skills.
- Demonstrated ability to lead groups in learning, public speaking.
- Practices the recognition, inclusion and support of all types and aspects of diversity at all stages of engagement, with an understanding of the issues faced by people from equity-seeking groups.
- Proficient using a variety of databases, including Human Capital Management System(s), MS Office, Word and Excel, Microsoft Teams and in-house databases.
- Extensive knowledge of collective agreements and applicable legislation.
- Demonstrated ability to facilitate workshops and meetings with multi-level and interdisciplinary staff to achieve effective outcomes.
- Physical ability to perform the duties of the position.