POSITION SUMMARY
This position is responsible for providing leadership and direction in the planning, developing and managing Labour Relations (LR) activities to support and facilitate the department’s objectives and the administration of the collective agreements. The Senior Consultant oversees all LR activities to ensure consistency and attainment of strategic objectives, and creates synergistic partnerships and collaborations between managers, union representatives, employees and other stakeholders to facilitate achievement of the Institute’s strategic plan.

SPECIFIC ACCOUNTABILITIES
Develops, implements, administers and oversees a wide range of LR activities including: collective agreement administration, grievance and issue management, collective bargaining, union/management relations, performance management and manager support services.

Oversees the activities of the LR Team by providing direction and leadership, and in consultation with the Director of HR, setting objectives and goals for the LR Consultants and administrative support staff.

Provides input to the Human Resources (HR) operational plan and budget; oversees the annual LR budget.

Identifies and develops new projects and initiatives to achieve the Institute’s strategic objectives.

Provides direction, establishes employee development programs and coaching/mentoring practices that promote individual and team competence, productivity and customer focused solutions.

Advice and Direction to Management
Advises the management team on LR issues including: providing advice and direction regarding the interpretation, application and administration of the collective agreements, legislation and jurisprudence. Oversees and ensures consistent application of the collective agreements.

Provides advice and recommendations to the management team on key HR and LR strategies through the preparation of legal opinions and memoranda.

In collaboration with the Director, HR, develops and prepares long-range planning initiatives to make service improvements that support LR and institute objectives.

Provides strategic advice and legal interpretations to managers regarding contract interpretation and management in a multi-union environment.
Oversees the development of documented interpretations for 3 collective agreements

Designs, develops and maintains LR procedures that limit Institute liability and support the effectiveness of organizational objectives and goals.

Drafts policies that have Institute-wide implications after researching issues and consulting with stakeholders. Reviews and makes recommendations regarding new or existing policies that have LR implications.

Represents the Institute’s interests on internal and external committees by identifying LR issues, developing appropriate strategies to facilitate Institute objectives and implementing the strategies. Provides specialized LR advice and guidance to Institute committees.

Relationships with Unions
Leads the LR team in developing and maintaining positive working relationships with Union representatives to facilitate the Institute’s strategic human resource objectives. Liaises with union executive Institute wide issues and initiatives.

Represents the Institute’s legal and business interests in discussions and negotiations with Union representatives.

Facilitates a productive LR environment by identifying and understanding the interests of the Institute, senior management, Unions, employees and other stakeholders in LR issues and applying creative problem-solving to manage competing interests.

Promotes informal dispute resolution. Resolves workplace conflicts and issues using a variety of conflict resolution techniques and strategies.

Negotiates resolutions and settlements of LR issues and grievances with Unions to facilitate a productive LR environment while protecting and reducing the Institute’s financial and legal liability. Prepares letters of settlement and memoranda of agreement and related legal documents (i.e. releases, waivers, consent forms).

Represents the Institute’s interests and facilitates work with Unions on various joint Labour-Management Committees, projects and initiatives. Ensures that joint projects and initiatives align with broader strategic objectives and goals of the Institute.

Collective Bargaining
Provides support to the Institute’s bargaining committee in collective bargaining and acts on behalf of the Director as required.

May serve as a key member of the bargaining committee and in that capacity is responsible for guiding and managing the collective bargaining process.

Develops bargaining strategies to achieve the Institute’s strategic human resource objectives.

Conducts research on bargaining issues, prepares bargaining proposals in support of Institute long term goals and objectives. Analyzes and evaluates Union proposals and develops counter-proposals. Liaises with government, other employers in the sector and industry representatives on bargaining issues.
Provides leadership to management during job action by assisting in the negotiation of essential services, preparing the management team and executive to manage strike issues, preparing Institute strike contingency plans, coordinating Institute activities during job action to limit the effect on Institute operations, communicating with unions, and developing and implementing internal and external communications strategy.

Organizational Change
Provides strategic advice and support to managers and executive on corporate reorganizations and layoffs required to achieve the Institute’s business objectives.

Develops strategy and facilitates all aspects of reorganization and layoff processes, including identifying employee reduction strategies, communicating with union representatives, evaluating layoff avoidance strategies, placement and bumping issues, negotiating severance packages, placements, and preparation of agreements with Unions.

Grievance Management
Oversees all aspects of the grievance procedure. Conducts investigations into grievances by interviewing witnesses and gathering evidence. Researches the law and interprets the relevant collective agreement provisions. Consults with and provides strategic advice to managers. Negotiates favourable resolutions that support the Institute’s objectives and minimize the Institute’s liability. Enters into informal and formal settlements of grievances. Drafts settlement documents and other legal documents. Oversees implementation of decisions and agreements arising out of settlements.

Strategizes successful approaches for complex and difficult LR issues where earlier resolution is not appropriate.

Provides leadership and guidance to the LR team and managers in the development of creative solutions to workplace problems.

Responsible for ensuring that all negotiated settlements to LR disputes are consistent with the Institute’s overall human resource strategy.

Performance Management/Discipline
Conducts investigations into allegations of employee misconduct, including interviewing witnesses, gathering evidence, making determinations of fact and law and analyzing facts and law in order to provide advice, assistance and direction to management as to the appropriate outcome to meet the Institute’s objectives.

Consults with Director and VP, HR and advises key management personnel on appropriate discipline in cases of employee misconduct. Prepares disciplinary documents and conducts disciplinary meetings with employees.

Conducts investigations into harassment and discrimination issues which may result in discipline or may be resolved through creative problem solving, including conflict resolution/mediation.

Assists the management team with complex and often sensitive performance management and attendance management issues. This includes developing, recommending and implementing strategies which meet management business objectives and are consistent with contractual obligations, legislation, relevant jurisprudence and the Institute’s overall goals.
**Advocacy**
Acts as counsel on behalf of the Institute in legal proceedings such as arbitration hearings, jurisdictional dispute hearings, mediations, arbitration hearings, proceedings at the Labour Relations Board, Employment Standards Tribunal, Boards of Inquiry, Human Rights Tribunal, and Provincial Court matters.

Analyzes the facts and the law, and considers the merits of a case, including the Institute’s potential liability, possible precedential impact of a decision and cost-effectiveness in determining whether a grievance or LR issue should advance to a hearing.

Conducts legal research, gathers and reviews evidence, interviews and prepares witnesses for third party hearings and other legal proceedings. Prepares legal arguments for third party hearings and other legal proceedings.

Facilitates the implementation a decision of an arbitrator, judge or other decision-maker by advising managers and other stakeholders of Institute obligations and responsibilities that may arise from a decision and ensuring that Institute practices and policies are in compliance.

Instructs external legal counsel, as required.

**Education/Training**
Makes recommendations for the education and training of managers on LR issues including discipline, reorganization, layoffs, exclusion, etc. Oversees and evaluates training outcomes.

**Other**
Oversees the development, implementation, and administration of the LR computerized and manual data systems to ensure optimum functionality while meeting customer and team requirements.

Oversees the performance and development of LR staff. Provides direction, establishes employee development programs and coaching/mentoring practices that promotes individual and team competence, productivity, and customer focused solutions.

Maintains current knowledge of legislation, jurisprudence and policy in labour law, employment law, human rights law and related areas.

Participates in professional organizations to keep current on legal, LR, or economic developments to support Institute objectives.

Ensures that the Director, the VP HR are kept informed on sensitive issues affecting the department and the Institute.

**DECISION MAKING**
Responsible for making and overseeing decisions which involve unique or atypical circumstances. Such decisions may involve significant Institute liability; therefore a high level of accountability is required.

Exercises sound independent and professional judgment in:
• Overseeing the LR team in the resolution of day to day issues where established guidelines have not been set
• Identifying LR issues, developing appropriate solutions and providing advice to senior managers on complex LR matters,
• Conducting business with a wide variety of union representatives and external parties,
• Negotiating and entering into settlements on behalf of the Institute,, instructing external legal counsel and presenting cases on behalf of the Institute in legal proceedings, on direction by the VP and Director of HR.,

Demonstrates initiative and takes responsible action to ensure a productive LR environment.

Reviews all relevant processes to ensure the highest levels of ethics, contractual terms and conditions are maintained.

FINANCIAL RESPONSIBILITY
This position is responsible for an annual departmental budget of approximately $460,000.

SUPERVISION EXERCISED
Number of employees reporting directly to the position 2

SUPERVISION RECEIVED
Self-directed with little or no input on related details. Maintains and sets own objectives, priorities, initiatives and timelines. Work is reviewed for attainment of objectives, effectiveness of service and soundness of judgment and decisions. Accountable for work produced and decisions made. Uses discretion as to when to seek advice or assistance from external sources.

ENTRANCE QUALIFICATIONS
University degree in a related discipline such as Law, Industrial Relations or Commerce with at least 10 years direct labour relations experience including three to five years in a supervisory or managerial capacity, preferably in the public sector. Other equivalent combinations of education and experience may be considered.

Knowledge of labour, employment and human rights law and related statutes and jurisprudence. Experience in drafting contract and policy language and experience in third party hearings.

Experience administering collective agreements in a multi-union environment.

Demonstrated knowledge in the principles of contract interpretation and labour, employment, human rights and related legislation and jurisprudence.

Excellent verbal, written and interpersonal communication skills. Ability to communicate effectively with all levels of management and understanding business and organizational concerns.

Excellent negotiation skills and ability to solve problems creatively.

Strong leadership and decision-making skills. Ability to work independently and make sound and reasoned decisions.

Excellent organizational skills and a high degree of self-motivation and acumen.

Ability to deliver high quality work with minimal direction and to work in an environment of short deadlines and changing priorities.
Ability to conduct thorough workplace investigations.

Working knowledge of Microsoft Office Products, email and the internet. Ability to conduct research using Quick Law and other online legal databases.

ORGANIZATIONAL RELATIONSHIPS

Director, Human Resources

Senior Labour Relations Consultant

Labour Relations Consultants (2)

Labour Relations Assistant

Approved by:

Jennifer Walker

Date