

Kwanlin Dün First Nation

Position Title: People Relations Specialist (Level 7)
Department: Human Resources
Supervisor: Manager, Human Resources
Date: October 2024

Job Summary:

The **People and Relations Specialist** is responsible for fostering strong workplace relationships and supporting conflict resolution across all levels of the organization. This position provides expert coaching and guidance to managers, supervisors, and employees, helping them navigate personnel challenges while promoting a positive, collaborative environment. The specialist also plays a key role in collecting and analyzing employee data, supporting the Director with critical metrics and reports, and aligning HR practices with relevant policies and legislation.

Main Duties:

1. Relationship Building:

- Strengthen relationships between employees, supervisors, and managers through engagement, open communication, and feedback.
- Actively promote a culture of trust, mutual respect, and open communication across the organization.

2. Conflict Resolution:

- Act as a mediator or secure appropriate external mediation when necessary to resolve workplace disputes confidentially and culturally sensitively.
- Guide managers and employees in handling disputes, grievances, and performance-related concerns for effective and timely resolution.

3. Coaching and Support:

- Provide culturally sensitive coaching and group training to managers and supervisors, helping them improve leadership, communication, and conflict resolution skills in a manner that respects and integrates First Nation values, traditions, and approaches to community governance.
- Ensure that training and support reflect the importance of cultural context in decision-making, interpersonal relations, and conflict resolution, promoting

practices that align with the unique needs and aspirations of the First Nation community.

4. Data Entry, Metrics & Analysis:

- Manage employee data entry, ensuring that personnel information is accurate and up-to-date.
- Analyze HR data to identify trends and metrics on employee relations, recruitment, performance management, and more.
- Prepare regular reports and analytics to support the Director in providing key organizational insights to Chief and Council.
- Conducts exit interviews with outgoing staff and provides departmental supervisors, managers with exit related materials to ensure smooth transition for staff who are retiring, have resigned or are departing voluntarily.

5. Advisory Role:

- Offer advice on employment legislation, Kwanlin Dün policies, and best practices in employee and staff relations.
- Provide expert guidance on performance management, disciplinary issues, and policy interpretation, ensuring fair and consistent HR practices.

6. Workplace Culture Development:

- Promote and maintain a positive workplace culture through relationship-building initiatives, training, and ongoing coaching.

7. Workshop Coordination and Facilitation:

- Coordinate and facilitate culturally appropriate workshops and training sessions for supervisors and managers on leadership, communication, conflict resolution, and other relevant topics. Ensure these sessions are tailored to the needs of the First Nation government, incorporating traditional values and practices where applicable.
- Work closely with external trainers or cultural experts when needed, to deliver comprehensive and culturally aligned training programs.

This job description accurately reflects the current job duties. Please note that the job duties are subject to change based on organizational needs.

D. Qualifications:

- Diploma in Human Resources Management or a related discipline, combined with considerable current experience providing a broad range human resource, employment and staff relation support;
- Solid understanding of human resource practices, related legislation with specific experience in jurisprudence theory and staff/labour relations practices;
- Experience applying & interpreting variety of human resource and employment specific legislation and policy, preferably in a federally regulated work environment
- Experience supporting management with staff performance management and discipline;
- Experience conducting investigations, performing mediation and conflict resolution;
- Experience leading recruitment & selection activities
- Familiarity with restorative justice dispute resolution processes is an asset.

*Knowledge of lateral violence, trauma and trauma informed practice is important in the role.

Kwanlin Dün First Nation history, community, culture and tradition, demographics, goals and aspirations are required for success and may be assessed further.

An equivalent combination of post-secondary coursework, industry training & workshops, and considerable experience in the areas identified above will be considered.

Management Skills:

- Solid organization, coordination and time management skills; effective at multi-tasking and able to manage a number of conflicting demands and priorities well;
- Detail oriented, high level of accuracy
- Data management skills and abilities

Technical Skills & Abilities

- Dispute and conflict resolution skills
- Research skills and abilities, ability to interpret data, conduct investigations
- Critical thinking skills including strong analytical and problem-solving skills
- High level of literacy (reading & writing) with the ability to adjust appropriately depending on audience

- Briefing and report writing skills with the ability to compile, summarize and present information in a variety of formats (written or oral)
- Facilitation skills

Interpersonal Skills

- Exceptional interpersonal skills including the ability to foster relationships based on trust, mutual respect and understanding
- Dispute resolution skills
- Demonstrates a professional work ethic; initiative, courtesy, tact and diplomacy
- Ability to work successfully both independently and as a part of a team
- Able to take and follow directions
- Ability to build and maintain positive working relationships with staff, colleagues, inter-governmental affiliates, citizens and the general public

E. Key Personal Contacts and Nature of Contacts:

Contact

Nature of Contact

Manager, Human Resources

Immediate supervisor; receive general direction, guidance and support; exchange information; problem solving; information and idea exchange

Finance Department Team

Exchange information and ideas; improve work flow and efficiencies; provide support, work cooperatively to implement departmental work plans and initiatives

Departmental Directors, managers, supervisors	Provide advice, support and services in the areas of employment and staff relations and provides related human resource functions & activities; assist with policy interpretation and application; exchange information
Legal Counsel	As directed; share and exchange information; receive interpretation, advice and recommendations
KDFN employees	Provide interpretation advice and information regarding human resource policies and processes
Other governments, agencies and non-profit organizations	Information exchange, stay informed on emerging trends and changes to legislation; shared best practices

F. Direction/Decision Making:

The overall goals, objectives, performance expectations and assignment of work is defined in consultation with the Manager. Once established, the Employee Relations Consultant is expected to work with considerable independence in ensuring the day-to-day responsibilities of the position are met. This position provides regular updates to the Manager, and is an integral participant of the department of Finance team responsible for providing advice, support and quality service to the organization in support of the overall vision, goals and objectives of KDFN.

G. Impact and Accountability:

The position is expected to independently handle a full-range of human resource, staff and employment related services providing sound advice, support and services to the management team of Kwanlin Dün on employment and staff relation matters, to effectively problem-solve, employ good strategies and methods, and implement decision when carrying out responsibilities in the assigned areas. The position is responsible and accountable for the quality of advice and recommendations provided.

H. Positions Supervised:

Direct: none

May need to act as HR Manager if needed.

Indirect: none

I. Working Conditions:

This position generally works in an office environment and is subject to constant interruption and both regular and irregular deadlines. The position will have to deal with some upset individuals and requires the interpersonal and verbal communication skills to defuse situations. There may be the occasional requirement to work overtime evenings or weekends to meet deadlines.

J. Conditions of Employment:

Mandatory confidentiality is a condition of employment for all staff with KDFN. Failure to comply may result in dismissal. Employees are expected to follow the legislation, policies, procedures and guidelines of Kwanlin Dün in a harmonious and cooperative manner, creating a team approach in their duties for KDFN's future success.

- Acceptable criminal check with vulnerable sector search is required
- Valid Class 5 Driver's License and personal vehicle are assets

K. Position Approval:

I approve this position description as being representative of the work I require to be performed and that the responsibility and authority levels identified have been delegated to this position. It has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

<p><u>Supervisor:</u> I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p>	<p><u>Incumbent</u> (where applicable): I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p>
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	<hr/> Signature:
Signature:	<hr/> Date
<hr/> Date	

<u>Manager, Human Resources:</u> (Comments)	<u>Executive Director:</u> I approve this position description as being representative of the work required to be performed and that the responsibility levels identified have been delegated to this position.
	<hr/> Signature:
Signature:	<hr/> Date
<hr/> Date	