



**WE ARE HIRING!**  
**COME JOIN OUR TEAM!**

## DIRECTOR, TALENT AND VOLUNTEER SERVICES

CHEO Foundation, Ottawa, Ontario

Full time, permanent

\$ 95,000 to \$ 110,000

Deadline to apply

**May 20, 2022**

Click [here](#) to visit our webpage

### About the CHEO Foundation

The CHEO Foundation existed before CHEO, the CHEO Research Institute and Roger Neilson House. Community volunteers recognized the need for a children's hospital in our region to serve families. Since that beginning, we have remained the link between these respected institutions and the generous community that financially sustains them.

The purpose of the CHEO Foundation is to turn donations of money, time and kindness in all its forms into the medical treatment, cutting-edge research, and the compassionate care that children, youth and families need and deserve.

Because of your philanthropy, fundraising events, and generous support of our work, the CHEO Foundation celebrates your community spirit and your love for young people. This makes CHEO strong today and ready for tomorrow.



CHEOkids



@cheo



CHEOhospital



CHEOvideos

[www.cheofoundation.com](http://www.cheofoundation.com)

### What we offer

- Extended Healthcare Benefits
- Defined Benefit Pension (HOOPP)
- Making a Difference in the Lives of Children/Youth
- Competitive Wages
- Flexible Schedules
- Onsite Fitness Centre
- Learning Opportunities
- Inclusive Culture
- Wellness Programs

## Position summary

The CHEO Foundation is seeking a **Director of Talent and Volunteer Services**. This is a permanent, full-time role based in Ottawa, Ontario (temporarily remote due to COVID-19 regulations).

Reporting to the Vice President, Finance and Administration, The Director of Talent and Volunteer Services will lead Human Resources (HR) practices and objectives that will provide an employee-oriented, high-performance culture that emphasizes teamwork, collaboration, volunteer and employee engagement and the recruitment and ongoing development of a high-performing workforce.

Partnering closely with the Executive Leadership Team as well as program delivery teams, this position will guide and manage the overall provision of human resources and volunteer services, policies and programs for the entire organization.

## About You

You welcome the opportunity to work within a dynamic team that fully embraces a commitment of excellence to donors and partners. You are organized, creative, proactive and open to new challenges. You are a natural collaborator and you have proven success in working with colleagues towards common goals.

As a highly self-motivated individual, you will play a critical role in building organizational capability, growing talent and fostering a respectful, supportive and donor-focused culture across the organization. In addition to strategic HR support, you will execute streamlined HR operational strategies to ensure an engaging, learning-oriented, inclusive culture and ensure the right tools and structures are in place for all staff. This role maintains a superior level of HR skills, knowledge and expertise, while following the latest trends and best practices.

## Qualifications and Experience

- Bachelor's degree in Human Resources, Organizational Development, Commerce or Business Administration
- Postgraduate and/or CHRP designation preferred
- Active affiliation with appropriate Human Resources networks and organizations and ongoing community involvement
- Experience with full-cycle HR and volunteer services in a not-for-profit organization, specifically a hospital foundation, would be an asset
- Experience in, and demonstrated commitment to, the development of policies, practices and strategies that promote equity, diversity, inclusion and indigeneity
- Volunteer management experience in a charitable setting
- Experience managing a roster of 500+ volunteers for signature events
- Experience in the administration of benefits and compensation programs and other HR programs
- Demonstrated success in strategic thinking, planning and implementation
- Effective and skilled communicator – verbal and written
- Commitment to teamwork and collaboration
- Strong critical thinking skills - using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Ability to gain the confidence and trust of others through honesty, integrity, and authenticity
- Time management skills with a proven ability to meet deadlines in an environment of competing priorities
- Project management and change management skills
- Fluently bilingual (French and English)

## Primary Responsibilities

### Talent acquisition and development

- Collaborate with leadership team to establish human resource requirements, goals and objectives.
- Implement and oversee the administration of human resource programs and processes including, but not limited to: recruitment, talent development, compensation, benefits, disciplinary matters, disputes and investigations, performance management, productivity, recognition, occupational health and safety, training and development, succession planning, learning and development, employee engagement, diversity inclusion and belonging, employee relations and change management.
- Recommend employee relations strategies to establish a positive employee experience and to promote a motivating and collaborative work environment.
- Plan, develop and implement policies, processes, training and initiatives to support the organization's human resource compliance and strategy needs; coordinate with CHEO and CHEO Research Institute to promote consistency across the three organizations.
- Ensure all human resources policies, practices and strategies are aligned with, and support, organizational objectives for equity, diversity, inclusion and indigeneity.
- Lead by example, championing and demonstrating CHEO Foundation's values and leadership behaviours.
- Build and align talent management processes, systems and reporting to integrate them with the organization's strategic talent agenda; assist with the assessment and evaluation of talent, addressing and identifying solutions for skills and training gaps.
- Prepare periodic reports for management, as necessary or requested, to track strategic goal accomplishment.
- Design, direct and manage a process of organization development to address matters such as succession planning, workforce development, key employee retention, organization design and change management.

### Volunteer Services

- Collaborate with program and event leaders to establish volunteer requirements, goals and objectives.
- Recruit and oversee volunteer onboarding and orientation
- Develop a stewardship plan and maintain a database of volunteers to support organizational needs.
- Schedule volunteers, ensuring proper coverage and skills matching according to departmental needs.
- Provide continuous coaching and support during volunteer assignments.
- Implement, facilitate and evaluate training needs and training delivery for volunteers.
- Collaborate with program staff to provide feedback to volunteers; coordinate recognition efforts.
- Organize and evaluate continuous learning activities and other volunteer development opportunities.
- Develop and review program guidelines, policies, procedures, position description, and other administrative documents associated with volunteers.

### Training

- Actively promote a culture of teamwork, continuous learning and development.
- Develop and recommend learning strategies that align with, and support, strategic objectives.
- Provide strategic guidance and support for organizational planning and development initiatives that align with the human resources agenda in support of key business strategies and initiatives.
- Collaborate with organizational leaders to develop effective training programs to address identified training needs. Assist leaders as needed with the identification and selection of external training providers.
- Lead the implementation of the performance management system that includes performance development plans and employee development programs.
- Ensure that consistent training systems are in place for new employee orientation and onboarding.

### Employee Relations

- Recommend strategies for employee wellness, ergonomics and workplace design.
- Review and guide management recommendations for employment terminations.
- Provide coaching, advice and conflict resolution support to the leadership team on people management

issues and their impact on performance.

- Conduct investigations as appropriate when employee complaints or concerns are brought forward.
- Proactively identify issues that impact engagement and develop a plan to mitigate risks.
- Promote strategies, provide or arrange for learning opportunities, and provide coaching as needed to support equity, diversity, inclusion and indigeneity throughout the organization.

### **Compensation and Benefits**

- Oversee the maintenance of, and recommend any amendments to, the organization's compensation structure and related policies; lead market research as required.
- Inform the annual budget process by providing insight into trends, benchmarking and statistical information relating to compensation.
- Interpret benefit policies and counsel employees; liaise with carriers and brokers as required.

### **Compliance and Risk Management**

- Direct the preparation of information requested, or required for, compliance with all applicable laws.
- Maintain knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management and employment legislation; apply this knowledge to recommend changes in policy, practice, and/or resources to senior leadership.
- Assess and manage business and compliance risk associated with human capital - retention, privacy/security, productivity, efficiency.

## **COVID-19**

All references to groups or gatherings refer to a time when COVID-19 restrictions are lifted, and gatherings are once again safe. The CHEO Foundation offices are located in Ottawa. Employees are working remotely due to COVID-19 protocols and will do so until further notice.

The CHEO Foundation has a Universal COVID-19 Vaccination Policy that applies to all staff. As a condition of employment, the preferred candidate will be required to provide proof of both their first and second dose of the COVID-19 vaccine. Exceptions will only be made on the basis of disability (medical), creed (religion) or other grounds enumerated in the Ontario Human Rights Code.

## **Application Process**

Applications will be accepted until midnight, May 20, 2022. Please send your resume with a cover letter to [apply@cheofoundation.com](mailto:apply@cheofoundation.com) with the position title in the subject line. Although we appreciate the interest of all candidates, only candidates invited for interviews will be contacted. No phone calls please.

**The CHEO Foundation is an equal opportunity employer. Should you require any accommodations during the application process please notify Human Resources as per the Accessibility for Ontarians with Disabilities Act.**