



Canadian Mental
Health Association
Association canadienne
pour la santé mentale



years of
community
ans de
communauté

Career Opportunity

Senior Manager, Human Resources Full Time, Permanent, Hybrid Position

About CMHA: Founded in 1918, the Canadian Mental Health Association (CMHA) is the most established, most extensive community mental health network in Canada. Through a presence in more than 330 communities across every province and one territory, CMHA provides advocacy and resources that help to prevent mental health problems and illnesses, support recovery and resilience, and enable all Canadians to flourish and thrive. Our vision is a Canada where mental health is a human right. CMHA has been chosen as one of [Canada's best places to work by Forbes magazine](#) in 2021, 2022 and 2023.

Location: This position will be based at our office, located in downtown Toronto. To encourage collaboration and explore new ways of working, CMHA National supports a hybrid work model of 2 days in the office and 3 days working from home.

Position Summary: This position is responsible for providing Human Resources Leadership to the staff of CMHA National across all HR functions including talent acquisition, talent development, total rewards, and employee relations. Provides dedicated HR advisory service to the CEO, Senior Leadership Team and employees and ensures the effectiveness and efficiency of HR processes and procedures.

Position Responsibilities:

Develop and implement a plan for outstanding workplace culture, including but not limited to:

- Including a plan for diversity, equity, and inclusion
- Annually measuring psychological health and safety through the Guarding Minds survey and making go-forward recommendations
- Consider new models for the organization: four-day work week, maximizing use of the office space, hybrid schedules etc.

Manage and advise on a Talent Acquisition strategy, including but not limited to:

- Recruitment cycle planning, budgeting, and forecasting
- Creating a consistent and positive candidate experience
- Supporting and advising on the hiring manager process

Manage and advise on a Talent Development Strategy, including but not limited to:

- Lead and facilitate the Performance Management review cycle and processes including the development and transition to a new performance management system tied with key performance indicators.
- Develop and lead organizational retention strategy and programs including employee surveys to identify opportunities for improvement, collect feedback from staff and recommend initiatives and changes to support a psychologically safe workplace.
- Organizational Learning and Development plans and processes
- Lead Organizational Design Efforts

Manage and advise on Total Rewards, including but not limited to:

- Review and advise on salary range and compensation models
- Review of benefits plans

Team Leadership, including but not limited to:

- Daily guidance, support, and mentorship

Federation support:

- Lead a federation-wide working group and community of practice to improve diversity, equity, and inclusion in all 81 organizations in the federation
- Support the provision of the nationwide pension and benefits plans to enhance the federation's ability to retain and attract talent.

Responsible for oversight on all HR administrative and operational tasks:

- Create and update team's workplans quarterly so all activities latest status is recorded.
- Ensure legal compliance of HR state and federal regulations and applicable employment laws, and update policies and/or procedures as required.

Oversee payroll processing:

- Support the HR Coordinator's responsibilities for payroll administration
- Act as an internal control for payroll: Review and approve the information entered each payroll

Primary person responsible for any HR related queries and updates:

- Responsible for all-staff communication, interpretation, and upkeep of HR policies, staff directory, and organizational chart.
- Development and implementation of HR policies and procedures and identify ways of improving them for better employee experience.
- Identify opportunities for improved operational efficiency, recommend, and implement changes accordingly.

Maintain relationships and engage stakeholders:

- Maintain ongoing relationships with funding agencies to support wage subsidy program enabling candidates' placement opportunities and financial relief for CMHA.
- Foster relations with funding agencies and employer specialists to meet CMHA's HR objectives such as placements and development initiatives benefiting from Federal and Provincial funds and resources.
- Co-manage info@cmha.ca inbox, respond to queries received through phone, mail or email and facilitate an efficient response from internal CMHA team members or external vendors as appropriate.

Education:

- University Degree in business management, human resource management or related relevant education or equivalent experience.
- CHRP/CHRL designation would be an asset.

Experience:

- 7-10 years of experience including HR Generalist and people leadership experience
- Strong understanding of HR processes and ability to align people strategies with CMHA's strategic priorities.
- Strong employee relations orientation and a commitment to serve staff and management.
- Federated charity/not-for-profit experience preferred.
- Familiarity with QuickBooks and Payworks would be an asset.

Knowledge:

- Strong technical skills with advanced to expert proficiency in the suite of MS Office 365 products (at minimum Outlook, Word, Excel and PowerPoint) and in SharePoint; knowledge of CRMS, Salesforce expertise preferred.
- Diverse life experience and curiosity about people and organizations is an asset.

Skills:

- Ability to manage multiple stakeholder relationships and inspire confidence in both internal and external teams, including senior leaders.
- Excellent written and oral communications, interpersonal skills with a high degree of political acuity, able to effectively interact with media, government, community leaders and internal and external stakeholders.
- Strong relationship building skills, excellent analytical, research and organizational skills.



- Resourceful, hands-on self-starter with a strong work ethic and a collaborative, team-oriented style.
- Organization and time management skills to set priorities, develop work schedules, monitor performance, and track various other forms of physical and digital information with a strong attention to detail.
- Problem solving to assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations to resolve the problem.
- Professional temperament with the ability to remain calm under difficult circumstances.
- Executive reasoning and proven ability to interpret and respond to various perspectives by demonstrating sound judgement and strategic thinking.
- Highly motivated and passionate about mental health or curiosity and a willingness to learn.
- Bilingualism (French and English) would be a considerable asset.

Compensation: CAD 87,000-95,000 per year commensurate with experience and qualifications; along with benefits, a flexible work environment and a workplace culture committed to personal wellbeing and psychological safety.

Benefits: Dental care, extended health care, life insurance, vision care, employee assistance program, flexible schedule, paid time off (vacation, sick and work life balance days), wellness program, work from home, hybrid work.

Working conditions:

- This is a full-time position, working standard office hours (currently 35 hours/week).
- This position functions in a normal office environment, using typical office equipment, with extended periods of sitting, telephone interaction and/or working at a computer and no unusual physical demands.
- Due to the public nature of this job, there may be some challenging contacts or situations from external stakeholders.
- CMHA National employees are required to be fully vaccinated against COVID-19 in accordance with our Vaccination Policy as a condition of being eligible for the recruitment process.
- Proof of COVID-19 vaccinations will be required. If you are not able to obtain COVID-19 vaccinations for a reason related to a protected ground of discrimination under applicable human rights legislation, you can request accommodation from CMHA National.
- You can review conditions that may qualify for medical exemption to the COVID-19 vaccine here: [Medical Exemptions to COVID-19 Vaccination](#)

Are you a fit?

If you are interested in applying for the role, please submit a PDF copy of your resume and cover letter by **August 18, 2023**, to careers@cmha.ca. The subject line should mention “**Sr. Manager Human Resources**”. We thank you for your interest and please note that only those identified for an interview will be contacted.

To learn more about CMHA, visit: www.cmha.ca

CMHA is committed to our workforce reflecting the diversity of the communities within which we work. As such, we explicitly encourage applications from persons with disabilities, members of Black, Indigenous and racialized communities, people of all sexual orientations, gender identities and expressions, and others who may contribute to the diversity of our staff. We invite you to self-identify in your cover letter. Please let us know if you require accommodations throughout the application process.