

Career Opportunity

National Manager, People and Culture 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.

At Canadian Mental Health Association, diversity, equity, and inclusion are essential to servicing communities across Canada with care, and we're ranked 11th out of 200 organizations on Forbes' [Canada's Best Employers for Diversity](#) for 2024. Canadian Mental Health Association is also committed to fostering an environment where our people have a life outside of work and are supported to grow. We've been listed among [Canada's Best Employers](#) by Forbes for two years, currently ranked 11th out of 300.

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 4-day work week, hybrid model of 2 days in the office.

Position Summary: The National Manager, People and Culture at CMHA National champions a holistic and collaborative approach to People and Culture management. This role oversees a broad spectrum of People and Culture functions, from strategic alignment with organizational goals to operational management. The National Manager is responsible for developing a cohesive, inclusive, and efficient work environment through comprehensive People and Culture practices, ensuring alignment with broader organizational objectives. By fostering strong partnerships with staff and people managers, this position plays a crucial role in implementing People and Culture initiatives that support the organization's mission and values.

Position Responsibilities:

People and Culture Operations and System Efficiency:

- Lead People and Culture operations, ensuring streamlined processes and effective technology use.
- Supervise and mentor subordinates, aligning operational tasks with strategic goals.
- Continuously improve People and Culture processes to support the organization's evolving needs.
- Develop, update, and enhance the People and Culture policy and procedures manual, reflecting current legislation and best practices.

Employee Relations and Engagement:

- Collaborate with staff and managers to foster a positive workplace culture, boosting employee engagement and satisfaction.
- In consulting with the Director, Finance and Operations, resolve complex employee relations issues, offering balanced and thoughtful solutions.
- Design and implement initiatives fostering respect, belonging, and cultural competence, enhancing employee engagement and retention.

Talent Acquisition and Development

- Oversee the entire employment lifecycle in collaboration with department leaders, from talent acquisition and onboarding to development, retention, and exit processes, enhancing the organization's ability to attract, develop, and retain top talent.
- Manage full-cycle recruitment activities in partnership with department leaders, enhancing the organization's ability to attract and retain top talent.
- Responsible for maintaining and refreshing job requirements and descriptions, ensuring they match organizational needs.



- Lead learning and development programs, identifying and implementing opportunities that promote professional growth and organizational effectiveness.
- Cultivate student placement and volunteer opportunities, collaborating with leadership to create meaningful experiences.

Performance Management:

- Streamline and lead the performance review process, aligning it with both individual and organizational objectives.
- Support managers with performance feedback and employee development strategies, fostering a culture of continuous improvement.

Compensation, Benefits, and Wellness:

- Manage a comprehensive benefits package, ensuring it meets employee needs and aligns with organizational objectives.
- Oversee wellness programs, emphasizing holistic well-being and work-life balance for all employees.
- Lead administrator of group benefits plan and pension plan, ensuring escalated issues are overseen to completion in an efficient manner
- Conduct job evaluations and salary reviews, maintaining competitive and equitable compensation practices.

Compliance and Administration:

- Ensure meticulous maintenance and updating of employee personnel files.
- Stay abreast of People and Culture regulations, labor laws, and DEI best practices, integrating updates into People and Culture policies.

Training and Development:

- Collaborate with department heads and key stakeholders across the organization to identify and assess training needs, fostering a culture of continuous learning and professional growth.
- Lead the development and implementation of a comprehensive learning strategy

Strategic People and Culture and Leadership:

- Plan and evaluate People and Culture -related initiatives that support organizational strategic goals.

Education:

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

Experience:

- At least 5 years of progressive experience as an HR Generalist
- A minimum of 2 years leading a team and managing people is preferred
- Strong understanding of People and Culture 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 HRIS, CRMS and other platforms.
- 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 75,000-80,000 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.

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 **October 31, 2024**, to careers@cmha.ca. The subject line should mention “**National Manager, People and Culture**”. 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 people with lived experience of a mental illness, 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 accommodation throughout the application process.