



THE QUEEN ELIZABETH HOSPITAL

JOB DESCRIPTION

JOB TITLE:	Employee Relations Officer
SALARY SCALE:	Z5-3
DEPARTMENT:	Human Resources
REPORTS TO:	Manager Industrial Relations
DIRECT REPORTS:	Human Resources Officer; Assistant Human Resources Officer

JOB SUMMARY:

The Employee Relations Officer is required to represent the hospital in negotiations, grievance matters and various resolution processes with employee representatives and provide technical advice to management regarding the interpretation and implementation of labour policies, procedures and practices. He/she will assist the Manager, ER & IR with policy development and implementation.

MAJOR DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as an illustration of the various types of work that may be performed:

1. Serves as a first level liaison between QEH management and labour unions/staff associations for labour-management relations;
2. Provides advice and counsel to managers and supervisors regarding personnel practices, policy and employment laws as well as on the resolution of sensitive employee situations, including performance improvement, disciplinary actions and terminations;
3. Provides support to management and when necessary to counsel with regard to grievances, including investigating grievances, coordinating and/or attending grievance hearings, drafting grievance responses and engaging in grievance

settlement negotiations under the supervision of QEH's legal counsel and in accordance with the grievance procedure;

4. Establishes/maintains effective professional relationships with union representatives and meets with union representatives as required;
5. Conducts research required to gather documentation in labour or employment litigation, disputes and negotiations;
6. Plans, coordinates, monitors and reviews the protective and preventative health and safety measures undertaken by the hospital in accordance with the provision of the Safety and Health Act to minimise operational losses, occupational health problems, accidents and injuries.
7. Keeps up-to-date with relevant changes to legislation and making recommendations for changes to related policies and procedures;
8. Maintains records of industrial relations incidents and preparing related reports for senior management.
9. Observes health and safety protocols in the execution of duties;
10. Using customer service skills establishes and maintains effective working relationships with other employees, officials and members of the general public.
11. Performs any other related duty as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of labour laws, local industrial relations and human resources practices;
2. Knowledge of Hospital and departmental rules and regulations;
3. Sound knowledge of health and safety procedures;
4. Knowledge of clinical risk and quality assurance protocols and practices;
5. Knowledge of Microsoft Office programmes particularly, Microsoft Word, Microsoft Excel and Microsoft PowerPoint;
6. Skilled in interviewing techniques;
7. Skilled in the management of large-scale change initiatives;
8. Good leadership, management and organizational skills;
9. Excellent analytical, interpersonal, communication skills and organisational skills, including the ability to synthesize information into clear, concise messages both for detailed analytical reports and executive summaries;

10. Ability to work independently or team, think creatively, manage own time, and take initiative to drive projects;
11. Understanding of enterprise software, particularly HRIS.

REQUIRED TRAITS

- Patient, caring and compassionate attitude;
- Tact and discretion when dealing with people and confidential information;
- High moral and ethical standards;
- Honesty;
- Must be ready to work in a dynamic hospital environment and prepared to meet tight deadlines.

EDUCATION AND EXPERIENCE

- A Bachelor's Degree in Industrial Relations/Human Resources Management / Management Studies, or in a related discipline.
- At least five (5) years' experience in industrial/employee relations, including collective bargaining and dispute resolution.