

JOB POSTING

HUMAN RESOURCES MANAGER (FULL-TIME)

WHO WE ARE

Founded in 1986, Prosper Canada is a national charity dedicated to expanding economic opportunity for Canadians living in poverty through program and policy innovation.

As Canada's leading national champion of financial empowerment, we work with government, business, and community partners to develop and promote financial policies, programs and resources that transform lives and foster the prosperity of all Canadians.

Prosper Canada does not deliver services directly to people living on low incomes. Instead, we work with public, private and community sector partners to ensure quality financial empowerment supports (including effective policy and regulation) are available to all people with low incomes across Canada.

At Prosper Canada, we value being collaborative, human-centred, and forward-thinking. We recognize, accept, and celebrate our differences. We see power in diversity, equity, and inclusion, and believe we can help everyone thrive by being our boldest true selves. We strive to create a culture where all feel valued, respected, and empowered.

Join us in supporting and empowering everyone in Canada to prosper.

THE OPPORTUNITY

Over the next 5 years, Prosper Canada will be building out a national system of free, high-quality, community-delivered, financial help services for people with low incomes across Canada that will connect them to \$2 billion in additional income and enable them to build their financial capability and well-being. To do this, we need to grow our team and create the best possible conditions for them to thrive and succeed in their work.

We are seeking an experienced, hands-on, and empathetic Human Resources (HR) Manager to join our team and help us sustain a vibrant, equitable and inclusive workplace that fosters employee well-being and enables us to attract and retain the talent we need to deliver on our mission.

Reporting to and supporting the VP Finance and Administration, the HR Manager will work in collaboration with other Senior Management Team members, our volunteer Board of Directors, and external consultants as needed to manage day-to-day HR operations; develop and periodically update HR policies, processes, tools and guidance; help foster a diverse, equitable and inclusive work environment; ensure HR complaints are addressed in accordance with our policies and effective practice; and drive HR initiatives.

Responsibilities include: overseeing and supporting processes related to recruitment, hiring, onboarding, performance management, professional development and talent retention; helping to advance our Equity, Diversity, and Inclusion Action Plan; fostering positive employee relations; ensuring compliance with all personnel-related policies and statutory requirements; and supporting organizational change management. You will be supported to keep abreast of statutory requirements and to draft and update related personnel policies as needed by an HR firm we have on retainer. Other technical HR and legal consulting support can also be made available as needed for organizational HR priorities.

Our ideal candidate would welcome the opportunity to work in a small but vibrant Finance and Administration team that plays an outsized role in fostering the organizational culture we want. You enjoy creating and improving systems and processes to help managers build and support their teams, and welcome opportunities to equip managers with the skills and advice they need to help staff to thrive and succeed in their work. Your door is always open to staff with questions and concerns and you are an active and engaged listener, as well as a clear and effective communicator. You are adept at facilitating constructive conversations to resolve minor issues, but also understand when to escalate matters that require executive team attention. You are excited by our mission and the opportunity to help our small but talented team to deliver on our commitment to help 1 million struggling Canadians to build their financial well-being over the next five years.

Compensation

The salary range for this position is \$80,000- \$90,000.

Upon successful completion of a 3-month probation period, the successful candidate will also participate in a full suite of employee benefits including: group medical and dental benefits, an Employee Assistance Program, an employer RRSP contribution and membership in the [Common Good](#) retirement savings plan, paid personal and sick days, 20 paid vacation days, paid time off when we close from Christmas Eve through New Year's Day, and professional development opportunities.

SUMMARY OF RESPONSIBILITIES

HR processes and record-keeping

- Develop and implement HR strategies and initiatives aligned with overall organizational strategy
- Maintain HR folders, databases, and metrics for tracking purposes
- Secure and maintain all employee records, ensuring complete documentation of employee evaluations, discipline, training, internships, vacation, benefits, compensation, etc.
- Ensure quality of data in the company's HR information systems and compliance with data governance and HR program administration
- Manage key reminders and dates related to leaves, probationary periods, progressive discipline assessments, and other critical personnel dates.

People management

- Provide HR leadership, guidance, tools and support to team leads to help them optimize staff performance, professional development and retention
- Serve as a strategic partner to our senior management team, offering insights and recommendations on HR-related issues to support business objectives
- Partner with managers and senior management when necessary to draft and deliver disciplinary letters, develop performance improvement plans, conduct employee evaluations, and assist with termination processes
- Liaise with legal professionals to ensure compliance and manage risks associated with disciplinary actions and terminations
- Conduct employee information and training sessions, including onboarding, exit interviews, and manager training
- Facilitate the development and execution of a staff satisfaction survey every 3 years, support communication of the results to staff and the Board, and assist the Executive Team to implement related recommendations.

Organizational planning

- Work with the broader Finance and Administration Team to develop annual objectives and key results for our annual Operating Plan and report quarterly on progress
- Participate in organization-wide strategic and operational planning processes and provide input and feedback as required.

Recruitment and retention

- Support recruitment and hiring efforts, developing related processes, tools and guidance and supporting managers as needed to execute
- Manage the onboarding/offboarding of organization personnel, ensuring consistency and compliance with provincial, legal, and organization standards
- Develop and implement succession planning and talent management strategies to ensure a robust pipeline of future leaders.

Health and safety

- Serve as the first point of contact for workplace safety process and protocol review.

Other

- Work on HR special projects supporting the organization's strategic direction as needed
- Continuously seek opportunities to improve HR processes and practices, driving efficiency and effectiveness within the department.

EDUCATION, EXPERIENCE AND COMPETENCIES

If you don't meet all our requirements (below), but believe your skill set and experience is applicable or transferable, we would love to hear from you:

Apply if you meet most of these requirements:

- 5 to 8 years' experience in Human Resources with a focus on employee relations, recruitment and HSE
- Post-secondary degree/diploma in Human Resources or related discipline is required
- CHRP or CHRL designation is an asset
- Advanced knowledge of employment legislation
- Expertise in talent management, organizational design, and employee relations
- Adaptable and collaborative team player who can facilitate dialogue and problem-solving within and across teams
- Highly organized, strong attention to detail, and always strives for accuracy
- Solution-oriented, open to new ideas, and committed to continuous improvement
- Strong written and verbal communication skills
- Strong computer + software skills, proficiency with Microsoft Office Suites, SharePoint, Excel
- Ability to work under pressure and on tight deadlines.

Prosper Canada values and welcomes:

- Applicants from racialized groups, including, Black, Indigenous, and people of colour
- Applicants of all gender expressions and sexual orientations, including queer, trans, and two-spirit people
- Your personal experience of living on a low income, being a newcomer, or living with a disability and the insights and perspectives this would bring to your work
- Your understanding of the concepts of institutional and structural racism and bias and their impact on underserved and under-represented communities.

- Your ability to build empathetic relationships with a broad range of people including diverse communities living on low incomes.

We encourage candidates from equity-seeking groups to self-identify in their cover letters and are committed to accommodations for all candidates and staff with temporary or permanent disabilities.

APPLICATION DETAILS

Application deadline: January 30th, 2025
Start date: As soon as possible
Job location: 60 St. Clair Avenue E., Toronto ON

Prosper Canada offers a hybrid work environment with staff largely working from home but having the option to work in the office when they prefer or as needed. Staff are periodically required to attend onsite meetings and training sessions and some teams also opt to meet regularly in person. We value in-person connection but expect many staff will want to blend in-office and remote work and look forward to discussing hybrid options with candidates.

Office attendance: Approximately 2 days per week
Travel: N/A
How to apply: Please email your resume and a cover letter to hr@prospercanada.org with subject line “Application for HR Manager”

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Interviews with candidates may be conducted virtually or in person for candidates in the Greater Toronto Area. If you require any accommodations to have a successful interview, please let us know.