

Service Innovation and Performance Department

Human Resources Services

2018 Budget Briefing Note

Description

Human Resources Services (HR) is a centre of expertise providing for the City's Human Resources needs. HR's focus is on:

- aligning the HR Strategy with corporate priorities by enhancing leadership and employee development, and succession-planning
- enhancing the governance and implementation of control functions in core HR processes
- innovating the City's HR practices, streamlining transactions, and improving HR data integrity and timeliness to support leaders to get the information they need to make sound decisions
- supporting organizational effectiveness through the implementation of health, safety and wellness programs, while ensuring regulatory compliance

Programs/Services Offered

HR Programs and Governance

Supports the organization through the development of effective Corporate HR Programs, enhancement of governance of HR processes, management of diversity programs and initiatives, and implementation of controls ensuring the right tools, systems and processes are in place to manage the people side of the business and to provide reliable data and reporting aligned to financial data.

Employee Health Safety and Wellness

Promotes employee health, safety and wellness in the workplace through occupational and non-occupational injury and illness disability management, supporting workplace accommodations, enhancement of organizational effectiveness and mitigating health and safety risks for regulatory compliance at the Federal and Provincial levels.

Client Relations

Provides functional strategic HR advice, direction and innovative solutions to support departmental business goals and outcomes. Provides expertise, guidance and support on services and programs including organizational design, job evaluation, recruitment, diversity and inclusion, succession management, and performance and attendance management through an account management model.

HR Service Centre

Supports departments, employees and applicants as a first point of contact through on-line, phone and email channels, for the management of structure and positions, recruitment and talent acquisition, and employee life cycle requirements.

Learning and Development

Develops and implements targeted leadership and employee development programs incorporating succession management, coaching, mentoring, onboarding orientation, and language testing and training.