



People & Culture Coordinator Job Description

Job Overview

The People & Culture Coordinator coordinates the day-to-day delivery of JMMF's human resources function. The role is responsible for employee lifecycle processes, HR practices and systems, employee records, and health and safety coordination, while supporting managers and employees with employee relations, performance, learning, and workplace culture.

Working in partnership with the Executive Director, managers, and employees, the Coordinator helps ensure HR processes are timely, consistent, well-organized, documented, values-aligned, and responsive to the needs of the organization.

Core Competencies

Discernment & Sound Judgment: Gathers relevant information, looks beyond the immediate issue, recognizes patterns, and considers context, risk, and practical implications before determining next steps.

Organization & Follow-Through: Manages competing priorities, keeps track of details and deadlines, and follows work through to completion.

Curiosity, Resourcefulness & Learning: Asks thoughtful questions, seeks out information, uses available resources, and continues to strengthen HR knowledge and practice.

Communication & Partnership: Communicates clearly and respectfully, builds effective working relationships, and supports employees and managers in understanding their responsibilities.

Professionalism & Confidentiality: Handles sensitive information with care, maintains appropriate boundaries, and demonstrates consistency, discretion, and accountability.

Responsibilities

Employee Experience & Lifecycle

- Coordinates recruitment and selection processes in partnership with hiring managers
- Supports job postings, screening, interviews, references, employment offers, and pre-employment requirements
- Coordinates onboarding and supports a clear, welcoming, and consistent new employee experience

- Prepares employment letters and documentation related to new hires and employment changes
- Coordinates employee status changes, transfers, leaves, accommodation, returns to work, and separations
- Supports benefit enrolment, employee changes, and related employee communication
- Supports offboarding and appropriate knowledge transfer

HR Practices, Systems & Records

- Maintains organized, accurate, and confidential employee records
- Manages HR forms, trackers, templates, letters, and shared resources
- Supports the development, implementation, and maintenance of People & Culture policies and procedures
- Reviews HR processes for clarity, consistency, and practical use
- Uses SharePoint, Microsoft 365, Citation Canada, and other available systems to organize and support HR work
- Identifies gaps, recurring challenges, and opportunities to improve day-to-day HR practices
- Uses legislation, professional resources, and sector guidance to support consistent and practical HR administration

Health, Safety & Workplace Well-Being

- Supports JMMF's occupational health and safety program and commitment to physical and psychological safety
- Provides administrative and coordination support to the Joint Health and Safety Committee
- Supports incident and near-miss reporting, review, follow-up, and corrective action tracking
- Helps coordinate workplace inspections, hazard identification, recommendations, and outstanding actions
- Maintains health and safety records, resources, and related communication
- Identifies patterns or recurring concerns that may require management attention

Employee Relations & Performance Support

- Provides practical HR support to employees and managers on workplace and people matters
- Supports managers in addressing performance, attendance, conduct, conflict, and workplace concerns
- Helps clarify issues, gather relevant information, and identify appropriate next steps

- Supports difficult conversations and formal processes where needed
- Maintains appropriate documentation and follow-up
- Recognizes when a matter requires escalation, additional expertise, or external advice

Learning, Development & Workplace Culture

- Supports onboarding learning, policy education, and ongoing workplace learning
- Helps identify recurring knowledge gaps and opportunities for employee or manager development
- Coordinates or connects employees and managers with relevant learning resources
- Maintains training records and supports required workplace training
- Contributes to clear and accessible People & Culture communication
- Supports a workplace culture grounded in respect, compassion, accountability, curiosity, and professionalism

Values in Practice

Our values guide how we work, make decisions, support one another, and carry out JMMF's mission. The Business Partner, People & Culture is expected to demonstrate:

- **Safety** by recognizing risk, supporting physically and psychologically safe workplaces, and helping concerns move toward appropriate action
- **Awareness** by noticing patterns, asking thoughtful questions, reflecting on impact, and remaining open to learning
- **Partnership** by working collaboratively with employees, managers, leaders, and external partners while maintaining appropriate professional boundaries
- **Empowerment** by helping others understand their responsibilities, making informed decisions, and building confidence in navigating workplace matters

Qualifications & Experience

Minimum Education & Certifications

- **Diploma** in Human Resources, Business Administration, or a related field, combined with a minimum of four years of progressive, directly related human resources experience.
- *Equivalent combinations of education and experience* may be considered. As a guide, this could include a related bachelor's degree with 3 years of progressive HR experience, or 7 years of progressive, directly related HR experience without a related post-secondary credential.

Progressive, directly related experience means increasing responsibility, independence, and complexity across multiple areas of HR practice, including employee relations and supporting managers or leaders.

Preferred Qualifications

- Bachelor's degree in Human Resources, Business Administration, or a related field and 3 years of progressive, directly related experience.
- CPHR designation, or active progress toward the designation.
- Additional education or training in employee relations, workplace investigations, occupational health and safety, disability management, payroll, or related areas

Experience

- Broad experience across several areas of HR practice
- Experience supporting recruitment, onboarding, employee changes, leaves, accommodation, or employee records
- Experience providing guidance and support to managers or supervisors
- Experience managing confidential and sensitive workplace information
- Experience working with enough independence to assess situations, identify next steps, and recognize when escalation or additional advice is required

Experience in nonprofit, social service, health, disability, community-based, or other people-centred environments is considered an asset.

Requirements

- Clear Police Information Check, including a Vulnerable Sector Search
- Ability to manage confidential, sensitive, and emotionally complex workplace matters
- Ability to work independently while maintaining appropriate communication and escalation
- Ability to manage competing priorities and maintain follow-through
- Regular on-site presence and flexibility to work across JMMF locations as required

Technical & Operational Skills

- Proficiency in Microsoft 365 applications, including Outlook, Word, Teams, and SharePoint
- Strong written communication and documentation skills
- Ability to maintain accurate electronic and paper employee records
- Ability to use trackers, forms, spreadsheets, and shared systems to organize work and

support follow-up

- Ability to learn and adapt to new systems, technologies, legislation, and organizational processes