

Human Relations

APS Benchmark Listings

Sub.	Bench- mark No.	Dept.	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Human Relations 3 (Point Range 438 - 518)												
OO/E	513HR03	Labour	Labour Relations Officer	E+	I	3	264	38	100	B	100	464
Human Relations 2 (Point Range 371 - 438)												
OO/E	512HR03	Advanced Education	Human Resources Consultant	E+	I	2	230	38	87	B	87	404
OO/E	512HR04	Human Services	Workplace Health Consultant	E+	I	2	230	38	87	B	87	404
Human Relations 1 (Point Range 269 - 370)												
OO/E	511HR01	Public Service Commission	Human Resources Consultant	E	I	2	200	33	66	B	66	332

Last Review / Update: 2016-03-11

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Opted out and Excluded Benchmark Evaluation - 513HR03

Identification Section

Working Title: Labour Relations Officer

Department: Labour

**Division,
Branch/Unit:** Alberta Labour Relations Board

Reports To: Manager of Settlement

Levels to D.M.: 2

Job Description: [513HR03](#)

MRS: See the [Minimum Recruitment Standards](#) for Human Relations

Job Code: 513HR - Human Relations Level 3
(See [Opted out and excluded pay plans and salary ranges](#) – Schedule 1, Part 2-A)

[Organization Chart](#)
(requires login)

Evaluation Knowledge

E+I3 264



Creativity/Problem Solving

38% 100



Responsibility

B 100



TOTAL JOB POINTS

464

Comments on Role

The Alberta Labour Relations Board is the independent and impartial tribunal responsible for the day to day application and interpretation of Alberta's labour laws. Operating in both Edmonton and Calgary, under the general direction of the Manager of Settlement, the Labour Relations Officer (LRO) is responsible for:

- investigation, processing and determination of various applications to the Board;
- informal mediation of disputes;
- provision of research, analysis and recommendations to support the formal adjudication process; and
- ongoing education of Alberta's labour community in the interpretation of labour relations legislation and the Board's rules, policies and procedures.

Work is allocated by the Manager of Settlement using a case management approach. Cases assigned are often complex, volatile, and high profile in nature. The position requires an enhanced knowledge of all sectors and industries within the province.

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The Labour Relations Officer is one of several positions that provide a support service to the Labour Relations Board. The position functions independently, reviewing applications for completeness and appropriateness. In addition, the position works with parties, attempting to bring conflicts to resolution or settlement, prior to being heard by the Labour Relations Board. The focus is on facilitating settlements.

Comments on Evaluation

- **Knowledge:**

Content:

- **E+:** The Labour Relations Officer (LRO) requires enhanced knowledge in the areas of related legislation, contracts, concepts, issues, trends and interpretations. This position requires the ability to effectively gather and analyze information from the parties to determine alternatives. Superior knowledge of alternative dispute resolutions is needed to choose the method that best fits the situation and parties. The knowledge required is obtained through formal academics, combined with significant, applicable work experience.

Complexity and Diversity:

- **I:** This position applies high level analytical and conceptual skills in its work with all parties. The focus of this role is on facilitating resolution or settlement prior to cases being heard by the Labour Relations Board. This position must operate with a clear understanding of the impact of its work on internal and external stakeholders.

Human Relations Skills:

- **3:** Position requires human relations skills at the highest level to persuade entrenched groups/individuals to move from a position, while maintaining sensitivity to individual points of view. Situations are often highly volatile and the position must seek resolution where there is a vast difference of opinion, or significant issues to resolve between parties. This position influences long term behaviour change.

- **Creativity/Problem Solving:**

38%: This role is performed within the parameters set by Labour Relations Board policies. The solutions are unknown and a high level of creativity is utilized to settle issues prior to forwarding to the Board. The LRO is regularly involved in identifying and analyzing alternatives and facilitating agreement.

- **Responsibility:**

B: The focus of this position is gathering information, clarifying issues, analyzing situations, and facilitating resolution between parties. This is viewed as primarily an advisory and consultative role.

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Last Reviewed: November, 2009



Last Review / Update: 2016-03-11

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Opted Out and Excluded Benchmark Job Description - 513HR03

Identification Section

Working Title:	Labour Relations Officer
Department:	Labour
Division, Branch/Unit:	Alberta Labour Relations Board
Reports To:	Manager of Settlement
Levels to D.M.:	2

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Alberta Labour Relations Board (ALRB) is the independent and impartial tribunal responsible for the day-to-day application and interpretation of Alberta's labour laws. The Board administers the Labour Relations Code, the Public Service Employee Relations Act and the Police Officers Collective Bargaining Act. Other pieces of legislation eg. The Universities Act and Colleges Act, contain labour relations components that defer to the Labour Relations Code. These Acts apply to all unionized employers and employees that come under provincial jurisdiction. The Board actively encourages dispute resolution, provides Officers for investigations, processes applications, holds hearings and makes major policy decisions. There are Board offices in both Edmonton and Calgary, staffed with Labour Relations Officers.

The Labour Relations Code encourages parties to settle their disputes through honest and open communication. The Board offers informal settlement options to the parties, but it also has inquiry and hearing powers to make binding rulings whenever necessary.

Under the direction of the Manager of Settlement, the Labour Relations Officer is responsible for:

- the investigation, processing and determination of various applications to the Board;

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- the informal mediation of disputes;
- the provision of research, analysis and recommendations to support the formal adjudication process; and
- the ongoing education of Alberta's labour community in the interpretation of labour relations legislation and the Board's rules, policies and procedures.

Work is allocated by the Manager of Settlement using a case management approach. As the Labour Relations Officer (LRO) has in-depth labour relations skills, the cases assigned are often complex, volatile, and high profile in nature.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Applications filed with the Board pursuant to the Labour Relations Code (e.g. application for certification; application for revocation; application for determination; application for a strike vote or a lockout; application for registration, etc.) are processed through the system in a timely and efficient manner involving all the parties concerned and, wherever possible, to the satisfaction of all parties.**

Activities:

- Applications are reviewed for completeness and appropriateness. Applicants are interviewed and the applications are analyzed to ensure that they are in compliance with legislation, Board policies and past practices.
- Applications are thoroughly researched and any potential or outstanding issues identified.
- Initial contact is made with all the parties affected by an application, ensuring that they understand the legislation, the process and the impact it will have on them. Officers coach and educate all parties regarding their rights and responsibilities, emphasizing communication between the parties and the early settlement of differences between them, without adjudication. Officers utilize a variety of dispute resolution processes to maintain an environment conducive to a satisfactory outcome.
- The Officer resolves the full spectrum of cases brought before the Board, with minimal assistance from the Director or Manager of Settlement. The Officer provides case resolution strategies for all assigned files and amends strategies as the cases evolve.
- Prepares report for review by the Director of Settlement, prior to presentation to the Board. Reports are used as evidence at hearings for Board panels and are relied upon by the panels in their decision making process and by the parties as a reference in their arguments and presentations. Officers are held accountable for thoroughness and

accuracy of investigation findings.

2. Complaints/disputes/issues are reviewed, investigated and resolved quickly and efficiently, in an impartial manner and to the mutual agreement of all parties.

Activities:

- Situation is evaluated for seriousness and issues identified.
- A resolution strategy is presented to the Director of Settlement prior to proceeding.
- Brings affected parties together to review and discuss the situation, exchange information, focus on significant issues, explore alternative solutions, and through mediation and facilitation achieve resolution.
- Where agreement is reached and the situation is resolved without a Board hearing, provides the necessary documentation and correspondence for signature and processing.
- Where a Board hearing is required, provides background information, research and a summary of the steps and processes undertaken to attempt resolution.

3. Coordinates and manages votes in accordance with legislation and procedures.

Activities:

- Enforces electioneering rules that govern the conduct of votes.
- Dispute resolution efforts are made to prevent Board hearings over disputed ballots and misconduct by the parties or voters at the polls.

4. Provides coaching and mentoring to new staff in a team atmosphere.

Activities:

- Serves as a resource and provides feedback to new staff.
- Encourages staff to accompany and assist with mediation and conflict resolution.

5. Continually reviews Board policies and procedures to ensure that they reflect the needs of Alberta's labour relations community.

Activities:

- Reviews Board decisions and provides comments as requested.
- Scans and assesses Board decisions from other jurisdictions.
- Provides input to the Board regarding issues that may be on the horizon from the Alberta labour relations community.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Labour Relations Officer initially deals with assigned applications and disputes from an increasingly diverse cross section of employers and employees from a wide variety of occupational areas across the province, from health care, to education, to construction.

Every situation is unique and the issues identified vary with the parties. The LRO identifies issues and attempts to resolve within the boundaries of their experience. The LRO explores ideas and solutions with the parties and facilitates an end result that all parties can agree to - there is no right or wrong solution. The complexity component arises in the assessment of who are the affected parties, what are their issues and priorities, and the establishment of trust in order to be perceived as being unbiased and impartial.

Creativity is reflected in alternatives dispute resolution explored, and the ongoing development of new approaches to problem solving. The LRO must understand the concepts and principles of group dynamics and must also develop an awareness of each employer's or trade-union's unique culture and business practices to assist them in their dispute resolution efforts.

Internal impact :

- participates in team discussions of dispute resolutions and investigations;
- provides input to changes to Board policies and procedures;
- drafts proposals for policy changes to be recommended to senior management;
- provides input to changes/improvements in Board administrative procedures;
- develops and promotes strategies to improve dispute resolution and Board practices;

External impact:

- employers and employees across the province, their legal counsel and unions;
- other departments within government and other government boards and agencies, hospital and municipal boards through the interpretation and application of the Public Service Employee Relations Act;
- managers across government, through the interpretation and application of the Management Exclusions Regulations;
- other Labour Board staff across the country to identify and share precedents and situations;
- public, in responding to inquiries and providing information;

The Officers have a great deal of leeway in the development of their strategies of resolution for each assigned file. To obtain different perspectives, the Officers will often consult among themselves over certain files. In their reports the Officers make recommendations on bargaining unit inclusions,

certification issues, validity unfair labour practice allegations and other decisions on a daily basis.

Case management decisions made by officers have a significant impact on parties and their rights. For example, officers frequently make decisions about information disclosure. Inappropriate disclosure can significantly prejudice a party (eg. result in an employee's termination). Yet, some degree of disclosure may be necessary to ensure all parties can fully exercise their rights under the Code.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Demonstrated knowledge of:

- Alberta labour relations legislation and how it is applied in different sectors as well as other statutes that govern employment in Alberta;
- labour relations climate and issues in each industry and business sector of the province;
- a broad spectrum of dispute resolution processes and techniques and relationship-building strategies including interest based conflict resolution;
- labour arbitration issues, trends and decisions;
- general legal principles including labour relations jurisdictional guidelines for federal and provincial issues and what is included and not included in the various Acts and Statutes that relate to employer and employee rights;
- the interface and impact of unionized labour relations on non-unionized environments;
- administrative law and principles of fair administrative process;
- a broad cross-section of industries/employers in the province and the status of their leadership;
- past decisions and precedents both in Alberta and other jurisdictions;
- individual and collective trade union, industry, and public sector policies, practices, politics and issues;
- the collective bargaining process;
- business software applications.

Skills and abilities:

- research and analytical skills - ability to determine the applicable policies, decisions, collective agreements and legislation;
- interpersonal skills including excellent listening skills, superior oral and written communication, presentation, and interest based conflict resolution skills;
- mediation/facilitation skills - ability to work with various parties, understanding the influences on their behaviour and attitudes.

- ability to establish, develop and strengthen individual relationships with a wide range of persons including senior and junior lawyers in the community, facilitators, mediators, trade union leaders and business owners;
- ability to manage a wide variety of highly sensitive and confidential files, projects, and processes while meeting multiple deadlines;
- ability to draft and substantiate Board policies and procedures in addition to recommending changes to Board practices based upon analyzing trends and differences in Board decisions;
- ability to use discretion and flexibility with considerable independence and to adapt policies and procedures to individual cases;
- ability to manage complex group and personal dynamics and relationships while contributing effectively in a team environment.

The LRO uses the following guidelines:

- **Legislation:** Alberta Labour Code, Public Service Employee Relations Act (PSERA), Police Officer Collective Bargaining Act, Management Exclusion Act and other Legislation (e.g. Universities and Technical Colleges Act) which make references to processes in the Labour Relations Code and PSERA
- **Policies:** Board Information Bulletins, Board Procedure Guide
- **Law:** Basic understanding of quasi-judicial Administrative Tribunals and the laws of Natural Justice
- **Case Law:** Labour Relations Board Decisions and related jurisprudence

Contacts

(Main contacts of this position and the purpose of those contacts.)

N/A

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

Opted out and Excluded Benchmark Evaluation - 512HR03

Identification Section

Working Title: Human Resources Consultant
Department: Advanced Education
Division, Branch/Unit: Human Resources
Reports To: Manager, HR Consulting
Levels to D.M.: 3
Job Description: [512HR03](#)
MRS: See the [Minimum Recruitment Standards](#) for Human Relations
Job Code: 512HR - Human Relations Level 2
 (See [Opted out and excluded pay plans and salary ranges](#) – Schedule 1, Part 2-A)

[Organization Chart](#)
 (requires login)

Evaluation Knowledge
E+I2 230
↓
Creativity/Problem Solving
38% 87
↓
Responsibility
B 87
↓
TOTAL JOB POINTS
404

Comments on Role

Reporting to the Manager, the Human Resource Consultant works with a team of professionals responsible for providing human resource services to the Ministry of Advanced Education and Technology. The position is responsible for staffing services supporting the attraction and retention of a qualified and suitable workforce, analyzing and classifying both management and non-management positions, and providing employee relations support to management through investigation of issues, development of solutions and assistance in the formal grievance process. The position will also support the development and implementation of department strategic human resource programs through its day-to-day interactions with department management and staff.

Comments on Evaluation

- **Knowledge:**

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- **E+:** The position is considered a fully seasoned level Human Resource Consultant, requiring a thorough and understanding of the human resource functions within the Government of Alberta, including recruitment, retention, job evaluation, employee relations and work force plan initiatives. The position is expected to provide a wide range of integrated human resource related services to a varied group of clients and independently work with line management supporting the achievement of ministry goals. An F position is looked upon to provide senior level leadership and direction in the expert area, which this position does not.

Complexity and Diversity:

- **I:** The nature of work found in this position is highly interpretative and requires excellent analytical skills. As a result, this position must be able to successfully transfer the analyses to the stakeholders in a manner that is easy to understand. The position provides recommendations to management that are based on analyses, investigations and developments that were completed using the policies and guidelines as support and direction. The position participates in providing alternative courses of action through recommendations, participating on program/policy development, consulting on classification assignments, providing advice on past precedents and developing new and more effective screening criteria.

Human Relations Skills:

- **2:** The position operates at the Human Relations skill level 2 because it is required to interpret technical information for stakeholder use and influence behaviour and/or opinion. This position must be able to successfully transfer an analyses to the stakeholders in a manner that is easy to understand.

The position investigates employee relations issues, and coaches management in appropriate issue resolution/organizational options, chairs interview panels and extends offers of employment.

The position also deals closely and frequently with external stakeholders such as the union, other ministries and the general public. Position is well beyond clarifying and exchanging information, resulting in an HR skills at the 2 level. HR skills at 3 level is inaccurate as the essence of this position does not require de-escalation skills on an ongoing basis.

- **Creativity/Problem Solving:**

38%: The position fits best with a 38% profile. It is responsible for determining "how" to reach the desired conclusion/outcome within precedents. The position possesses the latitude to work within a broadly defined environment, but within clearly defined policies and guidelines created by the department, corporate HR and industry. For example, the position provides recommendations to management that are based on analyses, investigations and developments that were completed using the policies and guidelines as support and direction. The position participates in providing alternative

courses of action through recommendations, participating on program/policy development, consulting on classification assignments and providing advice on past precedents. These select examples provide justification for the 38% profile. 43% is inaccurate because the focus of this position is not strategic contribution or determining "how" the work is completed.

- **Responsibility:**

B: The Balanced (B) profile most accurately represents this position because of the focus on providing consultative and advisory services to clients on a variety of issues encompassing the development and HR services delivery.

Last Reviewed: November, 2009



Last Review / Update: 2016-03-11

Opted Out and Excluded Benchmark Job Description - 512HR03

Identification Section

Working Title:	Human Resources Consultant
Department:	Advanced Education
Division, Branch/Unit:	Human Resources
Reports To:	Manager, HR Consulting
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Manager, the Human Resource Consultant works with a team of professionals responsible for providing human resource services to the Ministry of Advanced Education and Technology. The position is responsible for staffing services supporting the attraction and retention of a qualified and suitable workforce, analyzing and classifying both management and non-management positions, and providing employee relations support to management through investigation of issues, development of solutions and assistance in the formal grievance process. The position will also support the development and implementation of department strategic human resource programs through its day-to-day interactions with department management and staff.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

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1. Recruitment and selection activities are handled in a timely manner and support the attracting and retaining of a qualified and suitable workforce.

Activities:

- Consult with line managers to ensure current job information and classification and to identify any special occupational requirements.
- Manage the appropriate recruitment strategy, which may include the use of the competitive process, redeployment, the reassignment of work, or an exemption.
- Develop and implement recruitment strategies for hard to recruit occupations and/or job locations.
- Develop screening and interview criteria, assist in screening and develop interview plan and evaluation tools.
- Chair selection panels and participate in the evaluation and selection of the successful candidate.
- Confirm assessment through reference checks and finalize letter of offer and conditions of employment.
- Provide assistance and support to line managers and staff in situations where recruitment has been delegated.
- Provide direction to the Human Resource Assistant in the recruitment of assigned positions.

2. Positions in the department, both management and non-management are assessed and evaluated in a fair and equitable manner and employees are compensated appropriately for their work responsibilities.

Activities:

- Review, audit and allocate non-management positions using the Point Rating Evaluation Plan to ensure equitable job evaluation and compensation for employees.
- Assess, audit and analyze management positions using the Management Job Evaluation Plan to ensure equitable job evaluation and compensation for management employees. Recommend point allocation to the Director (or management classification committee) for review and decision.
- Communicate and explain classification decisions.
- Participate in the development and implementation of changes to the classification plans.
- Participate in, facilitate, and/or lead working groups on class series reviews.
- When necessary, prepare classification appeal briefs and represent the Ministry at a non-management appeal process, and at any expedited appeal process arising from a series or subsidiary class review.
- Provide direction to the Human Resource Assistant in the classification review and analysis of assigned positions.

3. Consultation and planning assistance is provided to managers regarding issues

management and employee relations to address workplace issues and to ensure a quality work environment and achievement of business plan goals.

Activities:

- Provide Labour Relations/Employee Relations advice for all employee groups to resolve issues related to performance, the employee/supervisor relationship, LTD, ESRA and WCB, discipline, grievance process and interpretation of human resource directives, the collective agreement and relevant legislation.
- Conduct investigations into harassment complaints, and prepare a report on findings including a recommended course of action.
- Recommend strategies and/or develop an action plan for worksite interventions to address a range of issues. Provide coaching and assistance to managers and/or staff throughout the process.
- Provide support to managers through the formal grievance process including attending grievance hearings. Serve as a resource to CHR if the grievance goes to arbitration.
- Provide support to the Emergency Management and Occupational Health and Safety programs.

4. Employee performance management agreements and learning plans are developed and implemented to support the successful achievement of business and operations plans and assist staff to achieve their potential.

Activities:

- Provide assistance to managers and/or staff in developing performance agreements and learning plans.
- Provide information sessions on the performance management process and the development and use of learning plans.
- Coach Managers to use competencies and the performance management process to address performance issues.
- Develop supports for sector managers and supervisors commencing new employees, including advising on orientation program(s).
- Provide support and ensure awareness of learning account.

5. Support cross-ministry or cross Public Service initiatives and HR projects.

Activities:

- Provide background briefings as needed.
- Through experience, research and analysis, identify best practices and trends that may impact on services provided.
- Assist with implementation of organizational changes through classification, recruitment, and labour relation strategies as required. Assist in defining and designing

- role statements and organizational structures.
- Lead or support a variety of internal projects such as process or procedure development, ongoing process reviews or cross ministry initiatives.
- Provide input on behalf of the portfolio to the department's leadership learning/succession plan.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Human Resource Consultant has both an internal and external focus and department wide impact. Human Resource Consultants must always be aware of the department wide and service wide implications of any decisions that they make.

The Human Resource Consultant is a problem solver, a change agent, and service oriented.

The Human Resource Consultant assist supervisors, managers and employees in ensuring their skills are current and learning is continuous. They challenge employees to think creatively about job design and flexible work arrangements.

The complexity of the HRC position is the requirement to identify all the issues that may arise from a situation and to recognize the impact that employee relations, classification, recruitment strategies, and the historical information may have relative to the worksite.

Creativity is required to identify a plan of action that will address the relevant issues in any given situation.

Creativity is also required in dealing with special projects and handling situations that may be unique.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Degree plus 2-3 years of related experience
- Public Service Act, Public Service Employee Relations Act and related regulations, cross-government directives, Employment Standards Code, Freedom of Information and Protection of Privacy legislation and the collective agreement
- Strategic and operations plans of the Ministry
- Job design, classification and compensation systems
- Recruitment and selection methodologies
- Employee Relations

Skills and Abilities:

- Communication Skills – verbal and written
- Consulting skills
- Ability to use tact and diplomacy
- Mediation and facilitation skills
- Organizational skills
- Project management skills
- Research and analytical skills
- Relationship building skills
- Problem solving skills
- Change agent – be responsive to client needs
- Ability to conceptualize and think creatively
- Coaching skills
- Stress management (self and ability to deal with distressed employees)
- Customer service skills

Contacts

(Main contacts of this position and the purpose of those contacts.)

Frequent contact with line management and staff in the delivery of human resource services.

Frequent contact with AUPE representatives in the resolution of grievances and individual employee relation issues.

Contact with representative from CHR to seek advice or to provide assistance on specific service issues

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Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

This position does not directly supervise other positions.



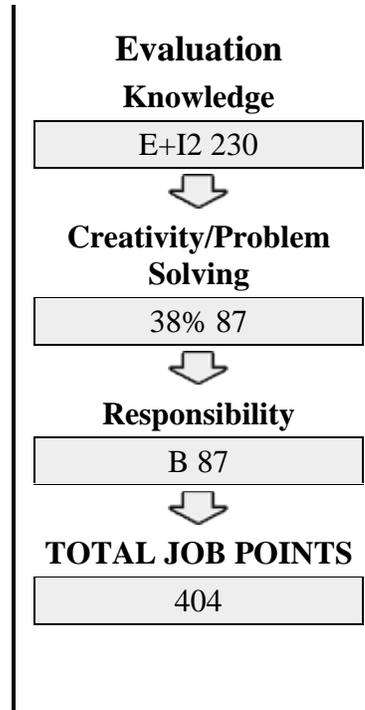
Last Review / Update: 2016-03-11

Opted out and Excluded Benchmark Evaluation - 512HR04

Identification Section

Working Title: Workplace Health Consultant
Department: Human Services
Division, Branch/Unit: Human Resource Services
Reports To: Manager, Workplace Health
Levels to D.M.: 4
Job Description: [512HR04](#)
MRS: See the [Minimum Recruitment Standards](#) for Human Relations
Job Code: 512HR - Human Relations Level 2
 (See [Opted out and excluded pay plans and salary ranges](#) – Schedule 1, Part 2-A)

[Organization Chart](#)
 (requires login)



Comments on Role

Reporting to the Manager, Workplace Health, and working within the broadly defined Government of Alberta Occupational Health and Safety Program and legislation, this position integrates corporate and ministry occupational health and safety programs, and supports ministry workplace health initiatives. The Workplace Health Consultant provides advice, facilitates the resolution of OH&S issues, and makes recommendations to OH&S committee members, worksite contacts, managers, supervisors, and staff on a broad range of health and safety issues. This position reviews and communicates changes in program delivery and design and updates ministry information on occupational health and safety. Through consultation and collaboration with CHR Workplace Health and ministry stakeholders, this position supports the review and development of OH&S and workplace health initiatives, polices and procedures. This position is also responsible for conducting audits of OH&S activities as well as measuring, evaluating and reporting on program performance.

Comments on Evaluation

- **Knowledge:**

Content:

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- **E+:** The position requires expertise and in-depth knowledge of occupational health and safety legislation, programs, and issues that impact on the ministry. The position requires extensive knowledge of the GoA Occupational Health and Safety program, the Occupational Health and Safety Act, Regulation and Code as well as the relevant parts of the Public Service Act and its Regulations, the Public Service Employment Relations Act, and the Master and Subsidiary Agreements. This position is considered a fully seasoned workplace health consultant with knowledge of a broad range of occupational health and safety and workplace health issues and solutions as well as a general knowledge of human resource functional areas, the ministry's strategic and business plans, and the ministry's business risks and challenges. The "+" rating results from the depth and breadth of knowledge needed to provide guidance to a range of work sites from office environments to residential/community homes for adults with disabilities and special needs. It is not seen at the 'F' level as it is not considered the content expert nor working at the professional skill level and is supported by a manager. Requires a university degree and directly related experience.

Complexity and Diversity:

- **I:** The position consults with a wide range of ministry clients and stakeholders on health and safety programs and issues in various ministry offices located across the province. The position works extensively with ministry managers, supervisors, and staff and other internal and external stakeholders such as the ministry's OH&S Committee, Corporate Human resources, Service Alberta, GoA OH&S Consultants, and WCB in carrying out the ministry's health and safety programs.

Human Relations Skills:

- **2:** This position requires well developed interpersonal skills and ability to develop relationships and work collaboratively with different ministry stakeholders. The position also requires facilitation, consultation and problem solving skills in dealing with different ministry health and safety issues and requirements.

- **Creativity/Problem Solving:**

38%: The position has the latitude to work within a broadly defined health and safety environment to recommend creative solutions to ministry health and safety issues based on research and investigation and the application of analytical and evaluative thinking.

- **Responsibility:**

B: This is considered a balanced profile as its primary role is the provision of consulting services and advice to clients and stakeholders on health and safety issues.

Last Reviewed: November, 2009

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Last Review / Update: 2015-05-25

Opted Out and Excluded Benchmark Job Description - 512HR04

Identification Section

Working Title:	Workplace Health Consultant
Department:	Human Services
Division, Branch/Unit:	Human Resource Services
Reports To:	Manager, Workplace Health
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Manager, Workplace Health, the Workplace Health Consultant assists in coordinating Alberta Seniors and Community Supports' occupational health and safety program. This includes integrating corporate and ministry occupational health and safety initiatives, communicating and updating information on occupational health and safety, providing advice in all areas of occupational health and safety, facilitating and/or resolving occupational health and safety issues, measuring and evaluating program performance, and reporting results. The position also assists with and supports workplace health initiatives and programs in the ministry.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Assists in coordinating the ministry's occupational health and safety program.**

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Activities:

- Liaises with Corporate Human Resources (Workplace Health).
- Assists in coordinating the elements of the GoA Occupational Health & Safety program within the ministry.
- Reviews and communicates changes in program delivery and design, including occupational health and safety legislative amendments.
- Develops communications and messaging for the ministry on occupational health and safety.
- Identifies sites requiring worksite contacts and/or committees, ensuring the necessary members and procedures are in place.
- Facilitates the development and review of divisional/regional work plans and procedures.
- Monitors and evaluates the ministry's occupational health and safety program and services. Reviews and audits activities.
- Provides input in to the development and review of occupational health and safety policies, procedures and program initiatives.
- Reviews incident reporting for the ministry as well as any related WCB statistics.

2. Provides consultation to and collaboration with stakeholders.**Activities:**

- Provides information on occupational health and safety legislation, standards, program components and program requirements.
- Provides advice and support to key stakeholders by coordinating and attending ministry Occupational Health and Safety Committee meetings, and liaising with joint worksite contacts and committees.
- Facilitates and/or resolves issues relating to occupational health and safety.
- Provides guidance to managers and supervisors in meeting their obligations (conducting worksite inspections and hazard assessments, and reporting, investigating and implementing preventative measures).
- Participates in the review and updating of the ministry's business resumption plan.
- Represents the ministry on cross government committees and initiatives.

3. Assist with and supports workplace health initiatives and programs in the ministry.**Activities:**

- Integrates corporate and ministry workplace health initiatives.
- Supports workplace health initiatives in the ministry through education and information sharing.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Reporting to the Manager, Workplace Health, and working within the Government of Alberta Occupational Health and Safety program and occupational health and safety legislation, the position integrates corporate and ministry occupational health and safety initiatives, and assists in coordinating the ministry's occupational health and safety program.

The position works within the broadly defined area of occupational health and safety, where there is legislation and a clearly defined framework, guidelines and policies to provide direction and support. The position provides advice, identifies solutions, and makes recommendations to committee members, worksite contacts, managers, supervisors and staff on a broad range of health and safety issues for worksites and programs that include residential and community homes for persons with special needs. Information gathered through these activities is used in the development and delivery of ministry occupational health and safety program initiatives.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Related university degree with a minimum of two years experience as a human resources generalist or experience coordinating an occupational health and safety program.
- Knowledge of the Public Service Act, Public Service Employee Relations Act, Public Service Employment Regulations, Master and Subsidiary Agreements, human resources directives, and Employment Standards Code.
- Knowledge of the Government of Alberta Occupational Health and Safety program, safety program components, and the Occupational Health and Safety Act, Regulation and Code.
- General knowledge of the strategic and operational plans of the ministry.
- Knowledge of business risks and challenges in the ministry.

Skills and Abilities:

- Client and results/solution focused.

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- Political and organizational awareness and sensitivity.
- Well developed interpersonal skills with the ability to develop relationships and to work collaboratively.
- Effective written and oral communication skills.
- Consultation, facilitation and issues resolution.
- Research, analytical and problem solving skills.
- Organization, coordination and project management skills.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Alberta Seniors and Community Supports' Occupational Health and Safety Committee members and joint worksite contacts/committees – to communicate information, provide advice and resolve issues on occupational health and safety.

Managers, supervisors and staff - to communicate information, provide advice and resolve issues on occupational health and safety, and workplace health initiatives.

Strategic Corporate Services branch (Corporate Administrative Services) and property management agencies – to facilitate, liaise and resolve issues relating to accommodations, and occupational health and safety (such as fire drills).

Information, Privacy and Business Continuity branch - to participate in the review and updating of the ministry's business resumption plan.

Service Alberta (LTDI, ESRA and WCB Administration) – to review WCB claims for the ministry.

Corporate Human Resources (Workplace Health) – to integrate corporate and ministry occupational health and safety initiatives, and to obtain advice and interpretations on occupational health and safety issues, legislation and requirements.

GoA OH&S Consultants – to liaise with regarding government wide OH&S initiatives.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

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This position does not have supervisory responsibilities.



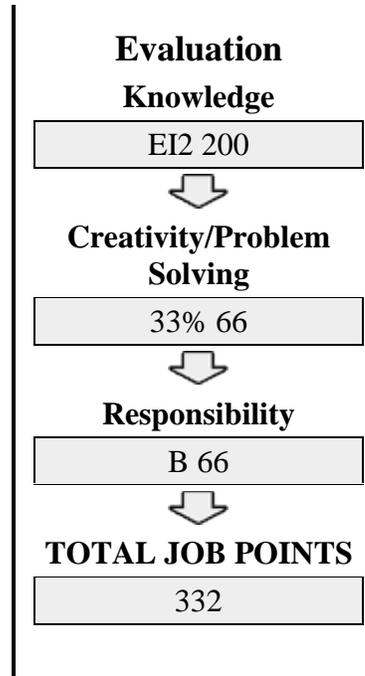
Last Review / Update: 2015-05-25



Opted out and Excluded Benchmark Evaluation - 511HR01

Identification Section

Working Title: Human Resource Consultant
Department: Public Service Commission
Division, Branch/Unit: Human Resources
Reports To: Human Resource Director
Levels to D.M.: 2
Job Description: [511HR01](#)
MRS: See the [Minimum Recruitment Standards](#) for Human Relations
Job Code: 511HR - Human Relations Level 1
 (See [Opted out and excluded pay plans and salary ranges](#) – Schedule 1, Part 2-A)



Comments on Role

The Human Resource Consultant provides a range of human resource services to management and employees within the department. The primary focus at this level is recruitment and classification with some exposure to employee relations and implementation of the Workforce Plan. It is responsible for providing advice, recommendations, interpretations, assistance, researching initiatives, information gathering, teamwork and committee participation. The position has the ability to access assistance on a regular basis and is monitored for performance by the HR Director. The position is required to apply a developed understanding of theoretical knowledge in successfully completing the required duties. This position recognizes that the initial development in this role is accelerated and that after the first six months individuals are expected to be relatively independent.

Comments on Evaluation

- **Knowledge:**

Content:

- **E:** Under the direction of a supervisor, this position is considered a working level HRC as it requires a solid theoretical body of knowledge in the area of human resources. The

position has been trained in the human resources applications and processes followed in the Alberta Public Service. The position completes assignments and projects individually and will take on more complex and difficult assignments. The position provides line managers with advice, interprets the collective agreement and HR policies, may provide consultation and advice on employee relation issues, assists with the implementation of initiatives such as workforce development and provides recommendations on recruitment strategies and costs. The majority of these tasks require a well-rounded understanding of the applicable concepts, principles and procedures. The position is not an E+ as it is not at fully seasoned level required to co-ordinate and direct moderately complex projects. At the E- level, the work would focus primarily on providing work experience.

Complexity and Diversity:

- **I:** The position consults with a wide range of ministry clients in regards to their staffing needs, classification, and entry level employee relations issues. The work of this position impacts the division and/or department. The position plans and organizes and completes recruitment and classification initiatives. The position is looked upon for solid advice, recommendations and value-added service to clients.

Human Relations Skills:

- **2:** The position operates at the Human Relations skill level 2 because it provides information and advice to management and employees, chairs selection panels, reviews and audits non-management classification requests, provides classification recommendations, consults, and provides advice. These tasks require the position to interpret technical information for stakeholder use and influence behavior and/or opinion. It is expected to complete tasks that require analysis and interpretation of various issues for stakeholder use. It is not seen to function at the HR3 level as the essence of the job does not require de-escalation skills on an ongoing basis.

- **Creativity/Problem Solving:**

33%: Although the position provides advice, recommendations and completes tasks, it does all of this while being supported by the supervisor, clearly stated objectives and policies and guidelines. For example, the position provides recruitment and selection services to management in accordance with good staffing principles, interprets the collective agreement and policies with the direct support of an experienced consultant and participates in initiatives that support application of the Corporate Human Resource Workforce Plan. The position determines how the objectives are accomplished, using the expertise and knowledge gained from their experiences and education. Position is not at 38% because it does not support the development of new procedures or programs.

- **Responsibility:**

B: The positions focus is on providing a balance between service/program delivery and development to stakeholders. For example, the position gathers information from other Ministries, conducts research, provides advice to stakeholders, provides recruitment services, completes reviews and audits,

participates on job evaluation plan committees and participates on teams focusing on human resource topics.

Last Reviewed: November, 2009



Last Review / Update: 2015-02-06

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Opted Out and Excluded Benchmark Job Description - 511HR01

Identification Section

Working Title:	Human Resource Consultant
Department:	Public Service Commission
Division, Branch/Unit:	Human Resources
Reports To:	Human Resource Director
Levels to D.M.:	2

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This position is seen as an entry level Human Resource consultant responsible for providing human resource services to Corporate Human Resources. The position is responsible for staffing services supporting the attraction and retention of a qualified and suitable workforce, analyzing and recommending classification levels for both management and non-management positions. The position will have exposure to employee relations issues and support the implementation of CHR initiatives.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Provide HR generalist service to CHR staff as documented by CHR Directives and policy, and as legislated by the Public Service Act to assist CHR in achieving its business goals.**

Recruitment:

- In conjunction with the Director, this position is responsible for the managing of the recruitment process for all positions in CHR including opted out and excluded, excluded administrative support and management positions.
- Consults with line manager to ensure current job information and classification, and to identify any special occupational requirements.
- Consults with the line manager to determine the recruitment process needed to ensure a selection of qualified applicants are identified.
- Develops and implements recruitment strategies for hard to recruit to occupations.
- Manages the appropriate recruitment strategy which may include the use of the competitive process, redeployment, the reassignment of work, or an exemption.
- Provides assistance and support to line managers and staff in situations where recruitment has been delegated, through advertisement preparation, receipt of applications, correspondence, screening, interviewing, reference checking, candidate selection recommendations, preparation of exemption documentation, and maintenance of competition files.
- Ensures salary recommendations are appropriate and equitable.

Classification:

- Responsible for job classification, ensuring positions in CHR, both management and non-management, are assessed and evaluated in a fair and equitable manner and employees are compensated appropriately.
- Assist in job description writing, job evaluation, job analysis and recommendations, participation in class series reviews, and maintenance of position data.
- Reviews and allocates non-management positions using existing classification plans to ensure equitable job evaluation and compensation for employees.

2. Successful implementation of the initiatives in CHR's HR Plan.**Activities:**

- Assist CHR staff in implementing the new and ongoing initiatives in CHR's HR plan.
- Assist with the plan implementation of initiatives.
- Research best practices, new trends and initiatives from professional research associations such as the Conference Board of Canada, other jurisdictions and within the APS. Determine innovative approaches to the delivery of HR initiatives.
- Support corporate initiatives.

3. Identification of CHR HR challenges**Activities:**

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- Review, analyze and recommend changes to CHR HR Policy.
- As required, research and develop reports which assist in the identification of trends and issues and provides recommendations.
- Establish and maintain web information and resources.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Provides HR expertise and advice to clients in CHR regarding attraction, recruitment and classification. The position may have exposure to employee relations issues and assists with implementing the CHR HR plan. These clients include Managers, Senior Managers and Executive Managers.

The HR Office is comprised of the HR Director, an HR2 consultant and this position; this position reports to the HR Director. Daily contact is required with the HR Director to seek advice on unique or unusual situations.

Complexity

- Requirement to identify all the issues that may arise from a situation and to recognize the impact that employee relations, classification, recruitment strategies, and the historical information have relative to the worksite.

Creativity

- Identify a plan of action that will address the relevant issues in any given situation.
- Deal with special projects and handling situations that may be unique.

Contact

- Frequent contact with line management and staff in the delivery of human resource services.
- Daily contact with the HR Director to provide relevant background information and to inform of significant issues that may impact CHR.
- Occasional contact with colleagues in other departments/jurisdictions to exchange information and conduct best practices research.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Legislation, policies and procedures, human resource directives, collective agreement.
- Government business plan and strategic plan. CHR operational plan, business plan and HR plan.
- Contract management .
- IMAGIS.
- Recruitment, classification and employee relations training.
- Related degree or diploma and related experience.

Skills/Abilities:

- Project management and planning.
- Strategic thinking skills.
- Consulting/Influence/Facilitation skills.
- Interpersonal, written and verbal communication skills, presentation skills.
- Research and analysis skills.
- Teamwork skills.
- Organizational skills.
- Relationship building skills.
- Problem solving skills.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The main contacts for this position are the CHR employees, specifically the Directors and Executive Committee Members. The contact is for discussion and consultation on CHR staffing and classification actions. Since there is a contribution to the implementation of HR Plan initiatives, working with and leading CHR staff in the implementation of those initiatives also occurs.

Supervision Exercised

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(List position numbers, class titles, and working titles of positions directly supervised.)

This position does not supervise any positions.



Last Review / Update: 2015-02-06