

Position Title:	Human Resources Advocate	Location(s):	Langley, BC
Department:	Human Resources	Wage Grid:	Confidential
Reports to:	Regional Manager, Human Relations	Direct Reports:	None
Indirect Report to:	Vice President, Human Resources	Indirect Reports:	None

Highline Vision and Values:

To passionately nourish people, community and environment, through embracing our core values which include:

We do the right thing, always. We lead the way. We are fanatical about quality. We are transparent in our relationships. We always consider the human element. We embrace diversity and inclusion.

Position Summary:

Interacts daily with Associates throughout the farm administering operational and HR support. Focuses on promoting positive Associate relations through communication, safety, conflict resolution and training, while upholding Highline philosophies and policies.

Expected Outcomes:

1. Associate Relations

- a. Interacts daily with front line staff, being highly receptive to Associate concerns and ideas and effectively conveying these to management; adept at knowing how and when to prioritize and/or escalate
- b. Promotes good Associate relations and communication between Associates and supervisors
- c. Consistently acts in a way which encourages others to promote a climate of mutual understanding, and respects the dignity and rights of all individuals
- d. Mediates workplace disputes with guidance and assistance from the Regional Manager, Human Relations
- e. Assists supervisors and managers in addressing associate matters, solving issues and being proactive in promoting discussion and conflict resolution; seeks direction before managing non-routine situations
- f. As requested by the Regional Manager, Human Relations, will assist with investigations, coordinating with the Safety team; responsible for taking detailed meeting minutes
- g. Ensures the posting of HR policies and communications or other information on bulletin boards as requested
- h. Participates in a positive and productive manner in Associate Representative Committee (ARC) meetings, aids the committee by taking accurate minutes and submitting to the Regional Manager, Human Relations for review and direction
- i. Supports Temporary Foreign Workers as called upon in aid of the TFWP
- j. Works closely with the HR team or Social Committee to organize associate events (picnics, celebrations, etc.)

2. Safety, Wellness & Investigations

- a. Proactively interacts with the Wellness and Safety Advocate to support and promote associate legislated and best practices for overall wellness and safety
- b. Ensures Associate requests for non-occupational illness/injury accommodation are communicated without delay to the Corporate Disability & Claims Manager and Safety Advocate
- c. Coordinates with the Corporate Disability & Claims Manager, Safety Advocate/Coordinator, HRIS or Payroll Specialist and/or Benefits Administrator to ensure timely communication with Associates who are absent from work, and supports their efforts in coordinating the return to work process
- d. Works to ensure that no associate is subject to discriminatory action by any other associate or any supervisor or manager. If requested by the Regional Manager, Human Relations or Safety Advocate/Coordinator, participates in investigations and mediates workplace disputes, including proper investigation of all complaints. Detailed and fact based documentation and recommendations for resolution are promptly provided to the Regional Manager, Human Relations, Corporate Manager and/or Director
- e. Holds self and others to Safety Policies, including use of proper Personal Protective Equipment (PPE) and other safety equipment
- f. Reports all unsafe conditions, incidents, injuries or near misses immediately to a member of the Safety team
- g. Cooperates in the Early & Safe Return to Work Program if an injury / medical illness requires accommodation

3. Talent Acquisition & On-boarding

- a. Foster adequate staffing by communicating all staff related changes to appropriate member of HR Solutions Team
- b. Professionally supports the recruitment process when asked to conduct interviews alongside managers or supervisors for hourly positions. As assigned, helps Talent Acquisition organize or participate in various job fairs

- c. Facilitates the new associate orientation, ensuring all new hire documentation is completed per on-boarding protocol and is relayed on time and accurately to Payroll or the HRIS Specialist. Conducts a preliminary audit for completion of medical reviews, reference checks, orientation sign off and employment contracts
- 4. **Time & Attendance & Payroll Communication**
 - a. Aids in accurate compensation and benefits for all Associates, including new hires, terminations or changes by ensuring change information is gathered by Advocates and shared immediately with the correct administrator (Payroll, Benefits or HRIS Specialist)
 - b. Supports the Attendance Management Program by providing Managers with timely and accurate attendance data as supplied by the HR Solutions Team, and consults with the Regional Manager, Human Relations, on investigation or appropriate next steps per established guidelines
- 5. **Performance Management**
 - a. Adheres to a robust process to ensure probationary and annual performance reviews are scheduled, correct forms are distributed to and completed by supervisors/managers for all Associates. Ensures the HRIS Specialist receives completed documentation on time
 - b. May assist with coaching and corrective action for performance and conduct related matters with the department manager and with direction from the Regional Manager, Human Relations
 - c. Attends DOR meetings and other meetings as required to glean information on farm and individual performance and seek and provide guidance as needed
- 6. **Training**
 - a. Through interaction with the associates and supervisory staff, helps to identify and recommend training or development sessions to the Regional Manager, Human Relations or HR Solutions team
 - b. Takes a hands-on approach to teaching and coaching others, embraces on-the-spot learning moments to continuously improve performance and enhance development
 - c. Helps coordinate scheduling of Associate training and re-training, as required
- 7. **Other Duties**
 - a. Responsible for the filing of all documents in Associate files
 - b. As reasonably requested in aid of operations or culture compliance, performs other duties as may be assigned
 - c. Provide meaningful continual improvement or innovation recommendations outside scope of responsibility
 - d. Help with special events as requested
- 8. **Leadership & Code of Conduct**
 - a. Embrace and support the Highline culture and values, acting as brand ambassador at all times
 - b. Interact with others in a manner that promotes respect, confidentiality and dignity
 - c. Develop and actively foster an engaged work force, displaying professionalism at all times

Qualifications & Experience:

Education & Past Experiences:

A combination of professional experiences or equivalent combined education, designation and work experience will be considered;

- a. Post Secondary education in human resources, accounting or, business administration is required
- b. Possesses a valid HR designation, or is able to obtain in short order
- c. Five (5) years direct related human resources experience required
- d. Advanced training and skills in Microsoft Office, and an HRIS systems is required

Professional Knowledge & Skills:

- a. Must be knowledgeable of employment, human rights, and health and safety legislation
- b. Proven ability to demonstrate close attention to detail

Personal Attributes:

- a. Excellent interpersonal communications skills and professional behaviours, specifically maintaining confidentiality and sensitive information or dealing with diverse personalities
- b. Firm and fair approach, acts with compassion and understanding without being taken advantage of
- c. Demonstrable strong organizational skills and ability to prioritize with an aptitude to effectively handle competing deadlines
- d. Attention to detail and accuracy, appropriately balanced with the need to complete tasks
- e. Above average analytical skills, the ability to problem solve

f. Capable of independent and self guided work and accepts and adapts to change

Other:

- a. Eligible to work in Canada
- b. Fluent in written and verbal English, other languages are an asset

Required On-The-Job Training:

Orientation training, including, Food Safety, Attendance Policy, Conduct Policy, AODA, WHMIS, Incident Response and Reporting, Emergency Response Plan, Return to Work and Disability Management, Ergonomic Policy and the Highline Stretching Program, Workplace Violence, Harassment, Sexual Harassment and Bullying Policy, Health and Safety Policy and MOL Worker Awareness.

Other training as self identified for professional development or skill enhancement or identified by Highline.

Working Conditions:

Weekend and/or evening and some holiday work will be required from time to time, along with a willingness to work a flexible schedule and to be on-call as needed. Adaptable to working in an office and farm environment intermittently and ability to travel between farm locations as required in the execution of all duties.

This job description should not be construed as an exhaustive list of duties and responsibilities to be performed by persons assigned to this position. It is not intended to limit or in any way modify the right of the manager or supervisor to assign, direct, or control the work of associates under his or her supervision. Job descriptions may be revised at any time during the course of employment as required.

By signing below, I acknowledge that I have reviewed and accept the responsibilities noted within this job description.

Print Name

Signature

Date