

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2026-19

POSITION TITLE: Manager, Human Resources Recruitment & Training	
DEPARTMENT: Human Resources	STATUS: Regular Full-time, Non-Bargaining Unit
# HRS / WEEK: 35	CONTRACT DATES: N/A
REPORT TO: VP, People, Talent & Culture	ANNUAL SALARY: \$78,872.00
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Manager Human Resources Recruitment & Training (Manager) reports directly to the Vice President People Talent and Culture (VP). They lead the team responsible for all facets of recruitment and onboarding across the organization and support the senior leaders in the HR department in matters relating to Training, Development and Learning. There are over 1200 staff from multiple disciplines across more than 50 programs and 32 locations at The Neighbourhood Group Community Services (TNGCS).

The Manager assists the VP to implement the overall talent acquisition strategy. The incumbent fosters a strong partnership with key stakeholders across the organization. They provide comprehensive support to management to ensure the best alignment of the recruitment needs of the function or location, builds the plan then executes on those plans with the service and/or program area lead. The incumbent is expected to provide a high level of customer service to all parties. The Manager is expected to foster a respectful and positive relationship with staff at all levels, as a representative of the HR department and of TNGCS's Mission and Values.

MAJOR DUTIES:

Lead Recruitment/Onboarding/Orientation

- Ensure all recruitment/onboarding/orientation activities are done with an intentional focus on diversity, equity, and inclusion for all staff, plus Volunteers and Placement Students. Represent TNGCS and the HR Department in a variety of forums/meetings.
- Ensure employer branding and recruitment marketing resonates with the job market and TNGCS's philosophy of decent work for all employees and other benefits of working at TNGCS.
- Deliver efficient end to end recruitment activities to ensure high quality talent is attracted and positions are filled on time in a cost-effective manner and to the satisfaction of hiring managers.
- Manage job boards, career sites, search firms/agencies contracts and relationships.
- Lead design, planning and implementation of the recruitment/onboarding/orientation process with Managers in accordance with TNGCS policy and the collective agreement. Manage expectations, coach, and mentor staff.
- Collect data related to the measurement of success of the recruitment strategies, onboarding strategies, and orientation process of staff. Suggest areas for process improvement to the VP.
- Gauge Management needs and service satisfaction and respond to contentious and sensitive staff recruitment queries. Escalate to the VP as needed

Support Employee Relations

- Provide employee relations support to program and services areas across TNGCS.
- Provide input to, and support implementation of HR strategies, policies, and procedures.
- Support the performance evaluation cycle to ensure completion and proactive management of issues.
- Ensure workplace is free from discrimination and harassment; assist managers and employees in effective conflict resolution.
- Advise and support managers regarding performance management and disciplinary procedures.
- Collect data on the support provided to staff from an employee relations perspective and monitor for trends. Report to the Vice President and suggest possible areas for improvement.

Support Labour Relations

- Provide leadership for Joint Job Evaluation (JJE) Process.
- Provide subject matter expertise for bargaining process on labour relations and employee relations matters.
- Counsel on the interpretation, administration, and application on Collective Agreements.

Support HR Systems/Metrics

- Maintain knowledge of the Human Resources Information System (HRIS). Work closely with Manager HR Systems to ensure effective support of recruitment process.

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement. This posting is for an existing vacancy.

- Provide HR metrics and reports as required for TNGCS (including tracking of hiring letters, probation, training, and development, performance appraisals, etc.)
- Recommend changes/additions to metrics as required to support goals of HR department.

Support Health and Safety

- Maintain knowledge of current Health & Safety legislation.
- Develop education sessions for staff. Ensure staff are kept up to date with changes in policies, public health, etc.
- Other duties as assigned

REQUIREMENTS & QUALIFICATIONS

- Post-secondary diploma or degree in Human Resources Management, business, or related discipline.
- CHRL certification or equivalent, completed or in progress required.
- Joint Health and Safety Committee certification is an asset.
- Minimum five (5) years professional experience in recruitment along with a minimum of two (years) as a supervisor/leader of a team preferably in a health care or community services environment.
- Knowledge and experience in a wide range of recruiting policies, practices, and trends and the ability to leverage technology to improve the talent acquisition.
- Experience with high volume recruiting, including supporting recruitment of Volunteers.
- Experience developing recruitment strategies. Deep understanding of recruitment best practices.
- Experience developing and implementing training, development and learning strategies.
- Labour Relations experience in a unionized environment, with an emphasis on significant multi-site collective agreement locations.
- Demonstrated knowledge/experience of supporting collective agreement negotiations.
- Strong knowledge/experience with interpretation of collective agreements.
- Demonstrated ability to provide advice and counsel to an organization while using ability to influence.
- Broad knowledge of employment legislation: Labour Relations Act, Occupational Health & Safety Act, Workplace Safety and Insurance Act, Human Rights Code, Employment Standards Act, etc.
- Commitment and understanding of decent work values.
- Excellent listening, written and verbal communication skills with the ability to concisely document recommendations and related information.
- Demonstrated experience in being innovative, taking initiative, and being proactive.
- Strong consultation/facilitation, analytical, communication and strategic thinking skills are required.
- High sense of urgency to deliver results and meet deadlines along with attention to detail and accuracy.
- High level of integrity, credibility; ability to maintain confidentiality and effectively handle sensitive issues.
- High level of emotional intelligence. Ability to work collaboratively and with high professional standards for customer service and conflict resolution.
- Proficiency in Microsoft Office (Teams, Word, Excel, Power Point). Experience with HRIS; ADP is preferred.
- Ability to speak another language reflective of communities served by TNGCS is an asset.
- Must take time ensure information is accurate and in accordance with applicable collective agreements and policies.
- Recruitment volume is extensive, currently over 250 a year. Works with hiring managers to project manage recruitment efforts. HR staff assist in the recruitment process with guidance from the Manager.
- Multiple competing demands with deadlines.
- Must be able to prioritize most urgent of the "most urgent."

To apply, submit your resume with "TNG2026-19" in the subject line of your email to: careers@tngcs.org