

## General Service Overview

### Department Name – Human Resources

<p><b>General Overview</b></p> <p>The Human Resources (HR) Department of the Town of Greater Napanee is committed to fostering a respectful, inclusive, safe and high-performing workplace that supports the Town’s strategic goals and values. We serve as a strategic partner to all departments by delivering professional, timely, and effective HR services that promote employee engagement, organizational effectiveness, and continuous improvement.</p> <p>Our duties include recruitment / staffing, employee / labour relations, compensation and benefit administration, health, safety and legislative compliance, training and development, employee wellness / engagement, disability management and emergency management.</p> <p>Our service standards are guided by the principles of integrity, accountability, transparency, and collaboration. We strive to ensure that all interactions with employees, management, and external stakeholders are handled with professionalism, confidentiality, and care.</p>								
<p><b>Overview Service Type</b></p> <p>Ancillary services that are important for the Town to achieve its desired outcomes and priorities to meet citizen needs. Service level adjustments may be considered, respecting any legislative requirements in place.</p>								
<p><b>Funding Sources</b></p> <p>-General tax levy</p>								
<p><b>Total Resource Levels</b></p> <table border="1"> <thead> <tr> <th><i>Employee Type</i></th> <th><i>Job Title</i></th> <th><i>Notes</i></th> </tr> </thead> <tbody> <tr> <td>(2.5) FTE Administration</td> <td>-Manager of Human Resources (1) -Compliance Coordinator / CEMC (1) -HR Coordinator – Payroll and Benefits (.5 – shared with Finance)</td> <td>Salary</td> </tr> </tbody> </table>			<i>Employee Type</i>	<i>Job Title</i>	<i>Notes</i>	(2.5) FTE Administration	-Manager of Human Resources (1) -Compliance Coordinator / CEMC (1) -HR Coordinator – Payroll and Benefits (.5 – shared with Finance)	Salary
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<p><b>Authorities</b></p> <p>Reports Directly to the CAO</p>								

## General Service Descriptions

The Human Resources Department is a key internal service provider for the Town of Greater Napanee, supporting all departments in building and maintaining a strong, healthy, and effective workforce. With a team of 2.5 FTEs, HR delivers a wide range of services that ensure compliance, promote employee well-being, and contribute to the Town’s overall operational success.

Human Resources is guided by the Compensation By-Law, Delegated Authority By-Law, Union Collective Agreements, Employment Standards Act, Ontario Health and Safety Act, Accessibility for Ontarians with Disabilities Act, Human Right Act, Employment Law, Service Canada,

Emergency Management and Civil Protection Act, By-law to Adopt an Emergency Management Program and Emergency Response Plan, Ministry of Finance, Canada Revenue Agency, Workplace Safety Insurance Board, Ministry of Labor, Income Tax Act, Family Responsibility and Support Arrears Enforcement Act, 1996, Canada Pension Plan, Employment Insurance Act, Ontario Municipal Employees Retirement System Act 2006.

The following outlines the services Human Resources provides.

### **1. Strategic Human Resources Management**

HR provides guidance and support to ensure the Town's workforce planning aligns with corporate goals. This includes developing HR strategies, policies, and programs that promote organizational effectiveness, equity, and long-term sustainability.

### **2. Recruitment and Staffing**

HR manages fair and transparent hiring processes to attract qualified candidates. This includes job postings, interview coordination, and onboarding support to ensure new employees are welcomed and set up for success.

### **3. Employee and Labour Relations**

HR supports a respectful and collaborative workplace by providing advice on employee conduct, performance management, and conflict resolution. We also ensure compliance with collective agreements and employment legislation.

### **4. Compensation, Payroll, and Benefits**

HR administers accurate and timely payroll services and manage employee benefits programs. Our goal is to ensure employees are compensated fairly and have access to comprehensive benefits that support their well-being.

### **5. Health, Safety, and Legislative Compliance**

HR coordinates occupational health and safety programs, ensure compliance with relevant legislation, and manage workplace injury claims. We are committed to maintaining a safe and healthy work environment for all staff.

### **6. Training and Development**

HR facilitates learning opportunities that support employee growth and organizational capacity. This includes mandatory training, professional development, and leadership development initiatives.

### **7. Employee Wellness and Engagement**

HR promotes a positive workplace culture through wellness initiatives, employee recognition, and engagement strategies that support mental health, morale, and work-life balance.

### **8. Disability Management**

HR provides support and guidance for employees requiring accommodation or returning to work after illness or injury. This includes developing individualized return-to-work plans, coordinating with healthcare providers, and ensuring compliance with legislative requirements. Our goal is to promote employee well-being while maintaining operational effectiveness and fostering an inclusive workplace.

**9. Emergency Management**

HR supports the Town’s readiness and resilience by coordinating human resources functions related to emergency planning, response, and recovery. This includes ensuring staffing plans, communication protocols, and employee resources are in place to maintain essential services during emergencies. HR also provides guidance on roles and responsibilities under the Town’s Emergency Plan, supports staff wellness during and after critical incidents, and helps facilitate training and exercises to enhance organizational preparedness. Our goal is to ensure employees are equipped, informed, and supported to respond effectively in emergency situations while maintaining continuity of operations.

Through these services, the Human Resources Department plays a vital role in supporting the Town’s strategic priorities and fostering a positive, productive workplace culture. We are committed to continuous improvement, legislative compliance, and delivering high-quality service to both staff and leadership. Our goal is to ensure that the Town of Greater Napanee remains an employer of choice and a great place to work.

**HR Services**

Name of Service	Service Description	Service Level	Target	Resources Allocated
Strategic HR Management	Aligning HR practices with corporate goals through workforce planning, policy development, and organizational support.	Advisory and planning support to leadership and departments.	Annual policy review;	Manager of HR
Recruitment and Staffing	Managing end-to-end hiring processes including job postings, interviews, and onboarding.	Timely, transparent, and inclusive recruitment processes.	Post within 5 business days of approval.  Job posed for 2 weeks  Interviews held within 10 business days of competition closing	Manager of HR; HR Coordinator – Payroll & Benefits

			<p>Offer made within 10 days of interview completion</p> <p>Once a signed offer is received all interviewed applicants are notified within 2 business days and feedback is offered upon request.</p> <p>Onboarding (compensation, benefits, CRC, Drivers abstract, Tax forms, pension, basic employee info, tech request) is completed before the applicants first day of work.</p>	
Employee / Management Relations	<p>Supporting respectful workplace practices, corrective action, employment transitions, and conflict resolution.</p> <p>Providing timely, and confidential support to all employees on HR-related matters.</p> <p>Providing guidance and support to supervisors and managers on HR best practices,</p>	<p>Responsive and confidential support to staff and supervisors.</p> <p>On-demand coaching and advisory support for Managers.</p>	<p>Acknowledge inquiries within 2 business days.</p> <p>Respond within 2 business days of request.</p>	<p>Manager of HR; HR Coordinator – Payroll &amp; Benefits</p>

	leadership, and employee management.			
Labour Relations	Managing all aspects of union relationships including grievance handling, collective bargaining, contract interpretation, arbitration and labour negotiations.	Timely, fair, and consistent labour relations support.	Acknowledge grievances within the collective agreement procedure, and prescribed timelines; lead negotiations and support arbitration as scheduled.	Manager of HR
Compensation, Payroll & Benefits	Administering payroll, benefits, pension, and compensation programs.	Accurate and timely processing of payroll and benefits.	Bi-weekly payroll; respond to inquiries within 3 business days.	HR Coordinator – Payroll & Benefits (0.5 FTE)
Health, Safety & Compliance	Coordinating occupational health and safety programs, WSIB claims, Sun Life claims and legislative compliance.	Proactive safety support and compliance monitoring.	Monthly safety checks; Immediate critical incident response, noncritical incident reporting within 72 hours	HR Manager; Compliance Coordinator; HR Coordinator – Payroll & Benefits
Training and Development	Facilitating employee learning, certifications, and leadership development.	Accessible and relevant training opportunities.	Annual training calendar; onboarding within 2 weeks.	Manager of HR; Compliance Coordinator
Employee Wellness & Engagement	Promoting employee well-being through wellness initiatives, engagement	Supportive and inclusive workplace culture.	Wellness initiatives (EAP, Perkopolis, Sun Life, etc); annual engagement review. Shared monthly or as the opportunities arise	Manager of HR; HR Coordinator – Payroll & Benefits

	strategies, and recognition programs.			
Emergency Management	<p>Plan, coordinate, and improve the emergency management program.</p> <p>Maintaining an emergency management plan, conducting a Hazard Identification and Risk Assessment (HIRA) and critical infrastructure review.</p>	<p>Deliver a reliable, compliant, and operationally ready program with clear governance (CEMC, Emergency Management Program Committee, Municipal Emergency Control Group), an established Emergency Operations Centre, and an up to date emergency management plans and procedures ready to activate IMS roles, communicate emergency information to the public, and coordinate with provincial/municipal partners.</p>	<p>Maintain an annually reviewed and Council-adopted emergency management program and plan; convene the Emergency Management Program Committee at least once per year to review legislated program elements; deliver annual public education on local hazards and preparedness; provide a minimum of four hours of annual training and one annual exercise for MECG/EOC staff with documented after-action improvements; and keep the Emergency Operations Centre designated and communications-ready to support emergency response</p>	Compliance Coordinator
Performance Management	<p>Supporting departments in setting goals, conducting evaluations, and addressing performance concerns.</p>	<p>Structured and consistent performance review processes.</p>	<p>Annual performance review cycle completed by December 15.</p>	Manager of HR
Accessibility (AODA Compliance)	<p>Ensuring HR practices and policies meet the</p>	<p>Ongoing compliance and accessibility improvements.</p>	<p>Annual review of HR accessibility practices completed by November 15.</p>	Compliance Coordinator; Manager of HR

	Accessibility for Ontarians with Disabilities Act (AODA) and promote inclusive employment.			
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