



**Canadian Mental  
Health Association**  
Mid-Island  
*Mental health for all*

## PEOPLE AND CULTURE MANAGER

Reports to: Director of Operations  
Location: Nanaimo, BC, with regular travel across the Mid-Island service area  
Position type: Full-time, exempt. Open to 0.8–1.0 FTE. A four-day week is available by mutual agreement, either as 0.8 FTE or a compressed schedule, while ensuring program coverage.

### About Canadian Mental Health (CMHA) Mid Island

CMHA Mid-Island helps people across the Nanaimo and Comox Valley regions access housing, harm reduction, education, and employment supports that protect mental health and dignity. Our teams deliver Street Reach outreach, Overdose Prevention, Clean Sweep, supportive Housing, Recovery College, and Employment programs that meet people where they are and walk with them to what is next. We share CMHA's vision of mentally healthy people in a healthy society and work closely with Island Health, BC Housing, municipalities, and community partners to make it real. Many front-line roles are BCGEU unionized, and we operate a safety-first, 24/7 environment that values inclusion, practical compassion, and accountability.

### Position Overview

You will build and lead a practical, human-centred People and Culture function for a mission-driven team that shows up for people every day. This is a true builder role. You will shape the people strategy, then roll up your sleeves to make it work on the ground across housing, outreach, harm reduction, and community education. You will turn compliance into clear tools that managers actually use, translate values into daily habits, and coach leaders to have the right conversations at the right time. You will own the hiring game plan for hard-to-fill roles, design onboarding that sticks, co-lead JOHS so safety actions close on time, and keep labour relations respectful, consistent, and early. If you like work that matters and days that run on both heart and checklists, you will be happy here.

### Key Responsibilities

#### People Operations and HR leadership

- Serve as the organization's HR lead and trusted advisor to the Executive Director, Operations leadership, Program Coordinators, and the Controller on all people matters.
- Develop and maintain HR policies, handbooks, procedures, and templates aligned to CMHA values, B.C. Employment Standards, WorkSafeBC requirements, and PIPA privacy obligations.
- Build annual People plans that align staffing, training, safety, and culture initiatives to program goals and funder requirements.

#### Workforce Planning, Recruitment, and Onboarding

- Lead end-to-end recruitment for excluded and unionized positions in collaboration with hiring managers.
- Create inclusive postings, structured interviews, and equitable screening practices that support diverse hiring.

- Oversee onboarding, orientation, and 90-day check-ins to ensure new team members are successful.

#### Employee and Labour Relations

- Coach leaders on respectful, timely, well-documented performance management.
- Support healthy labour relations, including interpretation of collective agreement provisions, consistent application of policies, and preparation for discussions with union representatives.
- Conduct or coordinate fair workplace investigations and resolve issues early using collaborative and resolution-focused approaches.

#### Health, Safety, and Wellness

- Co-lead the Joint Occupational Health and Safety Committee with the Operations team and meet regulatory requirements for committee structure, training, and records.
- Fosters an environment that prioritizes psychological safety and supports effective critical incident debrief processes appropriate to harm reduction and housing service contexts.
- Oversee disability management, return-to-work planning, and benefits and leave administration.

#### Compensation, HR Systems, and Data

- Partner with the Management team on pay practices, job evaluations, pay grids for union roles, and fair, transparent compensation for excluded roles.
- Maintain HR records and HRIS accuracy, protect privacy under PIPA, and produce people analytics and dashboards for leadership and funders.

#### Learning, Equity, and Culture

- Support the coordination and delivery of organizational training initiatives in areas such as supervision skills, respectful workplace practices, employee onboarding, trauma-informed approaches, Indigenous cultural safety, and de-escalation techniques.
- Champion inclusion, accessibility, employee voice, and recognition that fits a 24/7 services environment.
- Model CMHA values in every decision and communication.

#### Organizational Effectiveness

- Support change management for program growth, new funders, and service models.
- Clarify roles, workflows, and decision rights so managers and teams can move quickly while staying compliant.
- Lead or support special projects such as policy overhauls, HRIS upgrades, or accreditation readiness.

### Qualifications

- Post-secondary degree or diploma in Human Resources, Business Administration, or a related field, or an equivalent combination of education and experience.
- CPHR designation or equivalent training in HR, labour relations, or employment law is considered an asset.
- 5+ years of progressive HR generalist or People and Culture experience, including at least two years advising leaders.
- Experience in a unionized environment in B.C., with working knowledge of collective agreements, progressive discipline, and grievance-aware coaching.
- Strong knowledge of B.C. Employment Standards, WorkSafeBC, and PIPA privacy obligations in a non-profit or public-sector setting.

- Demonstrated skill in recruitment, onboarding, performance management, investigations, and policy development.
- Clear, compassionate communication and the ability to build trust across programs that operate in harm reduction and housing.
- Proficiency with Payworks and Google Workspace.
- Clear Criminal Record Check for work with vulnerable populations and eligibility to work in Canada.
- Training in trauma-informed practice, de-escalation, or psychological health and safety.
- Valid B.C. driver's licence and comfort traveling between sites and partner locations in the Mid-Island region.
- Experience in community health, housing, or social services with multi-funder accountability is an asset.

### Salary and Benefits

- Salary of \$67,000 – \$85,000 annually, commensurate with experience and internal equity, in alignment with the organization's compensation framework.
- Comprehensive benefits package, including paid vacation and sick leave, as well as extended health and dental coverage.
- Flexible work arrangements.
- A supportive and collaborative team environment with a strong sense of shared purpose.
- An opportunity to provide strategic leadership in shaping and establishing the People and Culture function within the organization.
- Professional development opportunities, including conference participation and ongoing learning.

### Working Conditions

- Based at 495 Dunsmuir Street, Nanaimo, with regular on-site presence across programs and partner locations in the region. Flexible scheduling is available where operationally feasible.
- Occasional evening or weekend work for urgent staffing, safety matters, or community events.