



JOB POSTING

Director, People Services

Full-Time Ongoing
Job #25-22

PRIMARY FUNCTION

The Director, People Services provides senior leadership in the evolution, implementation and evaluation of The 519's People Services plans and strategies. The plan is designed to ensure a thriving environment that supports employees to achieve The 519's mission and mandate. The plan provides a structured, data-informed approach to workforce planning, development, and employee experience. It ensures that Human Resources functions and workforce policies and practice align with The 519's broader community-centered approach and strives to foster an inclusive supportive workplace culture. The plan is iterative and adaptive, with annual updates based on workforce trends, strategic priorities, organizational/operational needs and employee engagement.

The incumbent will direct the work of various interdepartmental staff teams and ensure that The 519 is meeting its obligations under the relationship framework, City of Toronto Act and our mandate by developing and implementing effective employee and Board human resources practice, as well as integrated organizational development strategies that foster public services, effective workforce, and customer service excellence.

MAJOR RESPONSIBILITIES

- Directs all aspects of People Services planning and reporting including recruitment, workforce development (on-boarding, training, development and succession management plans), performance management, labour relations and collective agreement interpretation, policy development and implementation, organizational design, and continuous improvement.
- Manages, motivates and trains assigned staff, ensuring effective teamwork, high standards of work quality and organizational performance, continuous learning, encourages innovation in others and increases efficiencies and effectiveness of the services.
- Manages the labour relations strategies including supporting and coaching management on labour relations, interpretation of collective agreement, undertaking workplace investigations, and recommending/participating in discipline/performance management meetings and the development of policies, plans, and procedures for the organization.
- Effectively utilizes the Human Resources Management systems (HRMS through ADP) to track and monitor all analytics as well as managing the ongoing accurate terms and conditions for all employees and other system management obligations.
- Ensures that the People Services Plan analyzes performance, organizational trends and effectively builds strategic multi-year workplans to achieve the objectives including preparing related overall annual performance reports.
- Develops the department's annual service plans in line with The 519's strategic plan and manages the development and implementation of all related policy, procedure and business systems integration strategies ensuring a high degree of customer service and business-related efficiencies.

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- Prepares relevant organizational and Board reports and presentations including recommendations that support the organization, and Board Committee/Board in its decision-making.
- Delivers training and education to managers/directors in all aspects of employee and labour relations, interpretation of the collective agreement, scheduling and People Services practice.
- Identifies and implements improvements in business processes and technology as it relates to the management of human resources. Engages in analysis and research and liaises with internal and external services to achieve these improvements.
- Identifies trends in health and safety, statistics and develops systems to support management in the ongoing monitoring of trends and actions needed to reverse adverse trends and maintains an environment of continuous improvement.
- Provides guidance and strategic advice regarding policies and procedures and legislative regulations/obligations across all levels of the organization and ensures consistent and timely implementation and adherence throughout The 519.
- Identifies, develops, establishes, maintains, and implements policies, systems, and procedures that provide optimal service, accountability, mitigate risk and fraud, and control for organizational human resources services and complement management.
- Plans, develops, monitors, and supports the coordination and implementation of the organization's Health and Safety Program. Provides recommendations and implements strategies to ensure compliance with all Occupational Health and Safety/WSIB legislated areas (Health and Safety standards and regulations, Return-to-Work programs and accident/incident investigation). Manages and liaises with WSIB, City of Toronto Employee Health Unit, EAP, etc.
- Plans, develops, monitors and supports the training, coordination and implementation of the Accessibility program (AODA compliance) in partnership with the Accessibility Committee.
- Performs specialized administrative work including preparation of documents, investigations, research, calculation and reconciliation charges, control and co-ordination of various special requests. Ensures and checks the preparation and processing of documents in accordance with appropriate policies, guidelines, by-laws and legislation and uses a customer service that fosters public accountability and high-quality standards.
- Develops and maintains effective working relationships with community partners and acts as a liaison/representative on behalf of The 519.
- Participates in special events and performs other related duties as assigned.
- Ensures compliance with all applicable legislation including but not limited to Health and Safety, Collective Agreements, The 519 and City of Toronto HR policies, ESA, etc.
- Develops and maintains effective working relationships with City of Toronto staff (Legal, Human Resources, Labour Relations, etc.) as well as funders, community partners, senior levels of government.

- Acts as Manager under the definitions of the Occupational Health and Safety Act, and ensures that adequate training, safety equipment, and safe work procedures are in place to develop a strong culture of Health and Safety minimizes any health and safety issues.

QUALIFICATIONS

1. Post-secondary education in public administration including a professional designation (ex. HRPA) pertinent to the job function or an equivalent combination of education and experience.
2. Minimum 5 years management experience in leading and creating progressive HR solutions for complex multi-departmental organizations building towards sustainability, leading practice and continuous improvement.
3. Subject matter expertise is complemented by extensive experience leading, managing and developing staff including deep commitments to reconciliation, 2SLGBTQ+ equity, inclusion, and advancing human rights and accessibility, coupled with deep understanding and analysis of the systemic nature of oppression, particularly the intersection of gender, race, sexuality, and class; this position requires a demonstrated commitment to and passion for social and racial justice.
4. Extensive knowledge and experience in managing payroll, benefit administration, human resources practices, financial management.
5. Highly developed interpersonal, verbal and written communication skills and an ability to communicate to a broad range of stakeholders including high degree of competencies working with diverse communities.
6. Highly developed business and organizational/Board governance acumen including well developed strategic, conceptual skills, statistical, writing and related research skills.
7. Comfortable working in a downtown community centre that supports many marginalized individuals dealing with complex health, mental health, and substance use issues and crises.
8. Highly proficient in MS Office applications (Outlook, Word, PowerPoint, Project and Excel).
9. Ability to multi-task effectively and meet competing deadlines for internal and external partners through a customer-centric approach including attention and focus on detail, high organizational standards and quality work.
10. Self-motivated: able to work independently or collaboratively as a team member.
11. Strong knowledge and experience in statistical methods of data systems, collection, analysis and policy.
12. Able to handle proprietary and confidential materials with care and discretion.
13. Personal accountability and commitment to achieving and exceeding goals and objectives.
14. Impeccable attention to detail including meticulous record keeping skills.



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15. This is an on-site role at The 519 with occasional options for hybrid work. Must be able to work flexible hours including occasional weekends and evenings.

SUPERVISION

- TBD

POSITION DETAILS

Position Status	Full-Time, Ongoing
Union Status	Management/Non-Union/Exempt
Annual Salary Range	\$87,500-\$116,745 per annum (wage grade 6)
Benefits	Enrolled in employer-paid health, dental, life and disability benefits from day one; Mandatory OMERS pension enrollment from day one.
Hours of Work	35 hours per week, requires on-call and occasional weekend and evening work
Vacation	3 weeks per year; eligible for use after first year of employment
Location	Due to the nature of the work, this job will be performed on-site at The 519 with occasional options for hybrid work.

APPLICATION INSTRUCTIONS

Email your cover letter and resume as one document to Careers@the519.org no later than **December 14, 2025**. Please quote **Job #25-22** and your name in the cover letter and in the subject line of the email. For example, in the subject line write "Job 25-22 First Name Last Name". Please also share **which pronouns you would like us to use** when corresponding with you (directly and within The 519) in your email or your cover letter.

Applicants are required to demonstrate in their resume that their qualifications match those specified in the job posting.

The 519 actively encourages applicants from all equity seeking groups. The 519 embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop, and retain highly talented employees from diverse backgrounds allowing us to benefit from a wide variety of experiences and perspectives. We thank all applicants. No agencies please.

Accommodation: *The 519 is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.*