



THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

1. JOB TITLE HUMAN RESOURCE OFFICER III (INDUSTRIAL RELATIONS)	2. DIVISION HEAD OFFICE	3. DEPARTMENT INDUSTRIAL RELATIONS, COMPENSATION AND BENEFITS ADMINISTRATION
4. ORGANISATIONAL RELATIONSHIP The Human Resource Officer III (Industrial Relations) will report directly to the Manager-Industrial Relations, Compensation and Benefits Administration.	5. NATURE & SCOPE The Human Resource Officer III (Industrial Relations) is required to provide advice to Mangers/Supervisors and employees regarding the prevention and resolution of grievances (conflict management), union consultation, performance management processes, employment legislation and award provisions and wage negotiations. He/She is responsible to adjudicate on matters in accordance with the grievance procedure and research, interpret and prepare report submissions for industrial agreements and contract proposals. He/she is also responsible for advising Mangers/Supervisors and employees on the organization’s climate (internal culture and work environment as experienced by employees, and the factors which may influence the behaviour of employees).	
6. SPECIFIC ACCOUNTABILITIES The Human Resource Officer III (Industrial Relations): <ul style="list-style-type: none">□ Provides first point of contact advice on the interpretation of Memorandums of Agreements, Policies, Guidelines, Collective Agreements, Protocols and legislation and the application and use of Industrial Relations/Human Resources tools (for eg. Disciplinary process, developmental plans, grievance procedures, EAP services etc) when escalating matters□ Undertakes research via use of legislation, industrial instruments, bulletins, media, and internet etc. to provide information on current emerging industrial issues, possible industrial implications, new initiatives and external developments and bring solutions to the attention of the Manager-Industrial Relations, Compensation & Benefits Administration.□ Supports the development of dispute resolution strategies.□ Monitors organizational change processes and provide proactive advice to Management and employees to mitigate the risk of industrial disputes and ensure compliance with organizational policies and Legislations.□ Uses broad knowledge of pension law and administrative experience to draft requirement documents and consult on new legislation□ Reviews Terminal Benefit calculations to ensure its accuracy□ Serves as a member of the Authority’s Pension Management Committee.□ Facilitate Region-wide pension sensitization on pension plan and other benefits in collaboration with the Human Resource Officer I (Pension Administration).□ Prepares documentation relating to employee relations as requested by the General Manager-Human Resources and Manager-Industrial Relations, Compensation & Benefits Administration.□ Assists Senior Human Resources personnel assigned to the Units in advocacy and negotiations with unions and other external bodies.□ Assists the Human Resources Officer I with the preparation of complex pension and benefits correspondence and reports.□ Prepares draft board notes for approval by General Manager-Human Resources/Manager-Industrial Relations, Compensation & Benefits Administration as per instructions.□ Supports the Office of the General Manager-Human Resources and the Manager- Industrial Relations, Compensation & Benefits Administration in the provision of Industrial Relations training for managers and employees, as required.□ Provides written and verbal advice on general trends and occurrences of industrial matters within the Authority and by extension the Regional Health Authorities.□ Recognizes and report misconduct, illegal or inappropriate behavior, and apparent conflicts of interest to the Manager- Industrial Relations, Compensation & Benefits Administration.		

<ul style="list-style-type: none">□ Supports the Office of the General Manager-Legal and Corporate Affairs, the Manager-Industrial Relations, Compensation & Benefits Administration and as required the Senior Human Resources personnel assigned to the Units, in the management of matters before the Industrial Court, Ministry of Labour, High Court or other relevant jurisdiction. This entails preparation of briefs for counsel and other case preparatory work, that will assist with case management, arbitration, conciliations etc. as directed by the Manager-Industrial Relations, Compensation & Benefits Administration.□ Conducts enquiries and fact-finding investigations into allegations, concerns, disputes and or grievances and provide advice, recommendations on the findings and the way forward in keeping with legislations, protocols, policies and guidelines.□ Presents matters before internal disciplinary tribunals in keeping with the Regional Health Authorities (Conduct) Regulations, 2008, when required.□ Maintains and manages an Industrial Relations database.□ Oversees the administration of the Pensions and Benefits function and processes.□ Attends or accompany Manager-Industrial Relations, Compensation & Benefits Administration to negotiations for daily and monthly paid officers.□ Undertakes additional related duties and responsibilities as agreed upon by the General Manager-Human Resources and the Manager-Industrial Relations, Compensation and Benefits Administration.□ Performs related work as may be required by the appropriate Authority.
<p>7. KEY KNOWLEDGE, SKILLS AND ABILITIES</p> <ul style="list-style-type: none">□ Knowledge and experience in dealing with employee relations issues in a public sector environment.□ Understand project goals, steps to be undertaken and expected outcomes□ Research and analyze information, identify interrelationships and make recommendations based on relevant evidence□ Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option□ Negotiate from an informed and credible position.□ Manage challenging relations with internal and external stakeholders□ Pre-empt and minimize conflict□ Support a culture of integrity and professionalism□ Understand and follow legislation, rules, policies, guidelines and codes of conduct□ Must be able to ensure decisions are made within the scope of the matter/instance and or occurrence; ensuring the accuracy of the research conducted and proposed action to be taken can withstand review and scrutiny□ Knowledge of the principles and practices of the various functional areas of Human Resources Management and Industrial Relations.□ Excellent communication skills, both oral and written.□ Strong leadership, team building and interpersonal skills.□ Strong organizational and self-management skills with developed coaching and people skills.□ Effective time management skills with strong technical skills.□ Ability to effectively manage large projects and prepare comprehensive reports.□ Ability to establish and maintain effective working relationships with associates and other Public Services employees.
<p>8. MINIMUM TRAINING AND EXPERIENCE</p> <ul style="list-style-type: none">□ Degree in Public Administration/Human Resource Management.□ Diploma in Labour Studies and Industrial Relations or any equivalent certification□ At least five (5) years experience in Human Resource management., with at least three (3) years' experience working in an Industrial Relations Unit/department/environment with progressive responsibility.□ Knowledge on pensions and benefits administration□ Computer Literate (Microsoft Office Suite) and other Human Resources applications.□ Introductory/Intermediate training in Industrial Relations/Strategic Planning.□ Training in Employee Relations and Industrial Relations would be an asset.□ Training in Employee and Contract Law would be an asset.□ Any equivalent combination of training and experience□
<p>9. SUPERVISORY RESPONSIBILITIES</p> <ul style="list-style-type: none">□ Human Resource Officer I□ Human Resource Assistant II□ Human Resource Assistant I□ On-the-Job Trainees

10. COMMUNICATION AND WORKING RELATIONSHIP

Internal:

- General Manager-Human Resources
- Members of the Management Team
- Other members of the Human Resources Department
- Other Managers/Supervisors in all units
- Members of the Pension Management Committee
- All staff members of the Authority

External:

- Ministry of Health
- Ministry of Labour
- Unions, Attorneys at Law and other Associations
- The Registration, Recognition and Certification Board
- Personnel affiliated with the Trinidad and Tobago Industrial Court, High Court or other relevant jurisdiction
- Comptroller of Accounts
- Treasury department
- Third party auditors