



SEARCH PROFILE

Client: Calgary Drop-In and Rehab Centre

Address: 1 Dermot Baldwin Way SE, Calgary, AB

Role: Director, Employee Services

Website: <https://calgarydropin.ca>

CultureSmith is honoured to partner with the **Calgary Drop-In and Rehab Centre** in their search for a new Director, Employee Services to join their leadership team.

Organizational Profile

The Calgary Drop-In and Rehab Centre (“the DI”) provides services to adults at risk of or experiencing homelessness including: low-barrier, housing-focused shelter; health and recovery services; affordable and permanent housing programs; and the Free Goods program.

At the DI, they focus on providing a person’s basic needs, while doing everything possible to find them a permanent, safe home that meets their individual needs.

There is no greater contribution you can make to another person’s path of recovery and wellness than an ongoing, consistent, positive relationship of respect and kindness. The DI works within the core values of housing first, trauma-informed care, and harm reduction to support staff and guests.

Job Objective

The Director of Employee Services will provide visionary leadership for DI’s people programs, overseeing the Employee Services pillar, which includes Human Resources, Payroll, and Learning & Development.

As a key member of DI’s senior leadership team, the Director will develop and implement annual HR and L&D business plans aligned with DI’s strategic goals and objectives.

This role is pivotal in driving the strategic direction of Employee Services, ensuring that programs and processes effectively support the Agency’s mission and enhance organizational success.

This individual will also play a critical role in shaping the culture at DI, championing a positive and inclusive employee experience across the Agency.

The ideal candidate will be a dynamic and people-centric leader with a forward-thinking approach to transforming employee services programs, processes, and projects, all centered on DI’s core values.

Duties and Responsibilities

The Director, Employee Services is a coach, mentor and trainer for the HR, Payroll and L&D teams, as well as the rest of the organization.

This role will report to the Chief Financial and Risk Officer and will have 2 direct reports and 7 indirect.

You will be responsible for modernizing their people policies, and their HR information system.



You will handle delivering a zero-errors payroll, a responsive HR Operations back office, and a proactive preventative team of HRBPs.

The HRBPs in their organization work at all levels, but you will be personally involved in senior (or key) people's challenges at work, including mediating conflict, delivering key feedback, and coaching on performance management.

You'll be a key contributor to organizational culture at the DI, building their values-centered culture to the next level in every department and working process.

This is a role that will expose the successful candidate to unique challenges and opportunities, some of which include:

- Providing leadership, direction, and support at an operational and strategic level, on the design, development, and delivery of employee services across the Agency.
- Building strong relationships with the senior leadership team, along with internal and external stakeholders.
- Collaborating, coaching and consulting with other department leaders to grow inter-departmental processes, communication, and teamwork with the aim to build a values-centered culture.
- Leading and responding to the ever-changing needs of the Agency, at both operational and strategic levels, by proactively supporting the delivery of all the activities of the Employee Services departments (e.g., recruitment, onboarding, payroll management, talent & performance management, total compensation design and education, learning & development, off-boarding, etc.).
- Driving the continuous improvement of HR policies, initiatives, standards, and guidelines in line with legislation, accreditation requirements and industry best practices.
- Developing and overseeing a performance management program for the Agency which supports a culture of ongoing coaching and feedback.
- Leading the Employee Services teams, including direct and indirect reports, in the implementation, development and adoption of technology, employee services metrics, and reporting to support Agency decisions.
- Partnering strategically with leaders across the Agency to understand key business objectives, Agency operations, employee developmental needs and consistently translating these into tactical training materials.
- Ensure internal training programs are dynamic and address the needs of the many employees of the Agency while responding to the changing environment.
- Determine best methods for training delivery and creating awareness of training programs while maintaining consistent, maximum learner engagement.

Qualifications and Requirements

A leader at the DI is someone who lives and believes in the values and mission of the organization. This person will need to strongly identify with their core values, while bringing best practices and business acumen to this position.



Primarily, this person is an asset to the leadership team by being vigilant in striving for ongoing improvements, efficiencies, and success for their people.

You are motivated by the possibility of ending homelessness in our city and being part of a movement to do so through innovation, collaboration and creativity, both internally and externally.

The role is about connection and communication, and you need to have excellent skills and proven experience in both. You need to be resilient: the challenges are different and intense every day. You have a history of solving problems, embracing change and challenging the status quo with humility and compassion. You thrive in the grey. You will lead as a coach rather than as a commander and be able to lead situationally in other styles when required.

Specifically, they are looking for:

- Bachelor's degree required, Chartered Professional in Human Resources designation (CPHR) is an asset.
- Minimum of 10+ years of experience in HR operations and strategy in various industries, social services experience valued.
- Strong coaching, leadership and communication skills with the ability to develop, mentor and inspire others.
- The ability to develop and maintain a culture of learning, performance and innovation.
- Demonstrated experience with broad range of employee services functional areas including recruiting, performance management, compensation, benefits, payroll, employee relations, learning and development, human resources policies, etc.
- Proven success in developing and maintaining effective relationships with all leaders at all levels of an organization.
- Ability to lead change and manage multiple and competing priorities in a dynamic environment.
- Proactive, highly organized and deadline oriented.
- Success demonstrating creative, forward thinking business solutions in a challenging and sometimes constrained environment.
- Ability to operate strategically while simultaneously leading, coaching and executing.

Time Commitment

This is a full-time position comprised of normal business weekday hours, however there will be requirements to be available and flexible from time to time outside normal business hours as the need arises, the Agency operates 24/7, daily. Schedule may be altered at the discretion of management.

Working Conditions

While this position does not normally consist of front-line work, it is important for them to tell you that front-line staff are exposed to emotionally disturbing events, such as: medical distress, threatened and/or actual serious injury, violence, abuse, and death; where clients may be experiencing fear, terror, hopelessness, rage, self-harm and conflict.



Why the DI?

The DI strives to be an “Employer of Choice,” offering each team member the opportunity to make a meaningful impact on the community—and, most importantly, on the lives of those they serve.

With a strong commitment to hiring individuals who align with their values, the DI carefully selects people who share their dedication to the value of human connection. They believe in living their values with integrity, ensuring that every word and action reflects their commitment to making a difference.

DI Culture

Values form the cornerstone of their culture:

RESPECT: Our actions honour the rights, differences, and dignity of others

COMMUNITY: Through collaborative partnerships, we work together as a team, building inclusive communities

KINDNESS: We accept each person’s uniqueness with compassion and empathy

WELLNESS: We promote, provide and support holistic wellbeing

ACCOUNTABILITY: We operate with transparency and integrity in both our relationships and our commitments.

What they Offer

Staff at the DI enjoy competitive compensation packages, including employer-paid benefits depending on role and employment type.

Some of the employer-paid group benefits include:

- Vacation days
- Sick days
- Wellness days
- Extended Health & Dental coverage
- Employer Matching RRSP Program
- Homewood EFAP
- Life Insurance and Accidental Death & Dismemberment (AD&D)

Employees will be enrolled in Long-Term Disability and Critical Illness insurance, paid for by the employee. This is mandatory and may not be opted out of.

To apply for this role, please apply through LinkedIn or email your resume and cover letter:

Tony Harvie, Managing Partner – CultureSmith - tony@culturesmith.ca



The DI is an equal employment opportunity employer. They are committed to and support equal employment opportunity for all individuals without regard to race, religion, color, national or ethnic origin, gender, age, sexual orientation, gender identity, disability, or veteran status.

This posting is intended as a summary of the primary responsibilities and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future.

We thank those applicants who are interested in this position; however, only those candidates selected for an interview will be contacted.