



POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Staffing Officer
DEPARTMENT: Human Resources, Faculty of Health Sciences
CLOSING DATE: January 18, 2021

JOB SUMMARY:

The Faculty of Health Sciences (FHS) offers a vast number of undergraduate degree and graduate programs at the masters and doctoral level, in addition to world renowned medical education and continuing medical education programs, along with an extensive research program. There are over 600 full-time academic positions within the Faculty and includes approximately 200 academic appointments that are governed by the collective agreement between Queen's University and Queen's University Faculty Association (QUFA) and approximately 450 clinical faculty positions.

Reporting to the Senior Staffing Officer, the Staffing Officer takes a leadership role in the administration of employment processes for academic faculty. This includes providing leadership and direction to the staffing team in the coordination of faculty appointments and RTP (Renewal, Tenure and Promotion) processes, ensuring that all matters are followed through to completion in compliance with employment related legislation, university policy, collective agreements, Southeastern Ontario Academic Medical Organization (SEAMO), physician credentialing, and hospital policies.

Committed to equity, diversity and inclusion, the Staffing Officer will provide sound advice to departments, tracking and managing faculty appointment and RTP files, creating and implementing appointment templates, guides, and tools, documenting procedures, and facilitating training sessions. The Staffing Officer is a key contact and liaison for departmental administrators as they engage in faculty recruitment efforts and prepare appointment documentation. The incumbent must function with an exceptional level of professionalism, judgment, and attention to detail, when making decisions in a multifaceted environment.

KEY RESPONSIBILITIES:

- Promotes and fosters a culture of inclusion and diversity and a sense of service in support of the Faculty's mission.
- Coordinates operational functions associated with faculty appointments in Health Sciences. This includes recruitment activities, as well as renewal, tenure, and promotion (RTP) procedures for unionized (QUFA) and non-unionized members of the Faculty. The Staffing Officer serves as a key point of contact for Department Administrators, Heads and Directors, providing coaching, education, and guidance on appointments and RTP processes.
- Provides oversight on administrative appointment procedures, ensuring consistency in the application of policies and procedures across Departments and Schools. Reviews draft letters,

identifying potential risks and inconsistencies. Triage issues, investigates potential solutions, and shares suggestions with the Senior Staffing Officer. Escalates complex matters, as appropriate.

- Maintains a thorough understanding of clinical faculty recruitment processes including physician licensing and credentialing procedures. Liaises with the College of Physicians and Surgeons of Ontario (CPSO) and the Royal College of Physicians and Surgeons of Canada (RCPSC) advisors and Hospital administrators to stay current on best practices and efficiencies.
- Participates in Human Resources (HR) and Faculty Relations workshops and meetings to maintain current knowledge in the associated procedures; may sit on working groups or committees, coordinate meetings and related action follow up.
- Supports international recruitment, providing guidance to department heads and administrators on government regulations and procedures. Submits Labour Market Impact Assessment (LMIA) exemptions through the Service Canada Employer Portal, consults with the Coordinator of the University Faculty Recruitment and Support Program to ensure accuracy and compliance with changing government regulations. Prepares supporting documentation for comprehensive LMIA submissions. Validates that established criteria has been met.
- In consultation with the University's Manager, Academic Compensation, coordinates merit allocation and QUFA annual and bi-ennial reviews with the Dean and Associate Dean (Academic).
- Develops processes and timelines for the most efficient and effective processing of faculty appointments and transactions. Creates relevant record-keeping systems related to faculty appointments for Health Sciences.
- Maintains records of all faculty who hold work permits and/or academic practice licenses. Conducts on-going follow-up with Department Administrators, Heads and Directors to ensure that work permits, and licenses are renewed in a timely manner.
- Creates and maintains faculty appointment templates and resources on the FHS website. Provides ongoing technical and resource support for Department Administrators to navigate template functions, resources, and features.
- Facilitates training sessions and workshops for Department Administrators. Develops mechanisms to collect feedback from attendees to improve future training sessions.
- Administers appointment letters and data sheets. Inputs position and employment data into HR PeopleSoft and the Common Credentialing system. Reviews and reconciles payroll data. Works closely with Human Resources and Payroll to ensure all faculty appointments and payments are accurate. Works with Academic Compensation and Human Resources to identify and address data issues related to faculty appointments in HR PeopleSoft.
- Establishes and maintains excellent rapport with Department Administrators, the Provost and Vice-Principal (Academic) including Faculty Relations, Faculty Recruitment, and Academic Compensation.
- Works closely with the Senior Staffing Officer to develop short and long-term plans for the staffing office and works to ensure that annual goals are met.

- Provides leadership and direction to the members of the staffing team and works closely with the Senior Staffing Officer on issues related to staff management.
- Provides work direction, and functional guidance to staff. Schedules and assigns work and oversees its completion. Coordinates and monitors workflow.
- Schedules and approves, or recommends the approval of, employees' hours of work, overtime, and absences. Monitors and oversees employee attendance.
- Participates in screening and interviewing job candidates and providing input into staff selection.
- Reviews assignments and provides feedback on work to employees. Provides input on work performance to management staff.
- Undertake other duties, as directed, in support of the Faculty of Health Sciences.

REQUIRED QUALIFICATIONS:

- University degree and several years of relevant work experience in a professional, client-service oriented business environment.
- Experience working in a unionized environment with comprehensive knowledge of employment legislation is required. Experience supervising staff is considered an asset.
- Experience with the Collective Agreement between Queen's University Faculty Association (QUFA) and Queen's University is preferred.
- Knowledge of the University's operational and academic appointment policies and procedures is preferred.
- Demonstrated experience in Word and Excel at an intermediate level. Previous experience working with a variety of software programs and databases.
- Experience with the HR PeopleSoft, CareerQ or Common Credentialing systems is considered an asset.
- Consideration may be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Demonstrated commitment to principals of equity, diversity, and inclusion.
- Excellent organizational and administrative skills; ability to cope with multiple demands, manage competing priorities, and meet deadlines.
- Ability to adapt and think creatively and dynamically in a high pressure, client-oriented work environment.
- Strong verbal and written communication skills combined with an ability to adjust communication style for the audience.
- Strong editing skills with ability to pay close attention to detail.
- Strong presentation skills to deliver presentations to diverse audiences.
- Ability to foster productive work relationships and to gain credibility across all levels of an organization.
- Ability manage sensitive situations with professionalism and to treat matters confidentially, demonstrating tact and diplomacy consistently using sound judgement to determine when to appropriately escalate matters.
- Demonstrated analytical and problem-solving skills.

- Ability to interact professionally and effectively with people at all levels of the university.
- Demonstrated initiative and resourcefulness to work independently with little supervision.

DECISION MAKING:

- Interacts with senior administration and provides expert advice and recommendations on a wide variety of complex matters relating to faculty appointments and RTP; this advice may be used as the basis for decisions made by senior administrative staff and Departmental Administrators.
- Determines, recommends and/or carries out the appropriate action in response to inquiries from the Dean, Associate Deans and other FHS leaders regarding staffing.
- Recommends content of and creates reports and presentations for senior management.
- Provides recommendations to senior management regarding academic staffing strategies.
- Determines the most appropriate means of collecting, retrieving, analyzing, and presenting data and information.
- Prioritizes own work; determines options or a range of solutions to challenges within the collective agreement/human resource management and clinical appointment procedure frameworks; implement actions to efficiently manage faculty appointments and RTP processes.
- Determines details required in guides/training/manuals/website for faculty appointments and related processes; provides advice and recommendations to senior administration.
- Recognizes urgent requests and prioritizes information that needs to be dealt with immediately. Ensures that work is completed in a timely fashion and that deadlines are met.
- Exercises judgment in identifying when to resolve matters independently or when additional consultation is required.
- Determines content and format of Faculty Appointment letters, advertisement for faculty recruitment, RTP training sessions and procedure manuals.
- Interprets policies and procedures in addition to suggesting changes, or the introduction of new policies, procedures or processes that address the needs of the FHS.
- Assesses the suitability of job candidates and recommends the most appropriate person for hire.
- Determines priorities and makes decisions about staff utilization and the assignment of work to achieve optimum efficiencies and productivity.
- Assesses employees' training needs and makes recommendations for internal or external training to attain proficiency.
- Monitors and assesses output and the quality of employees' work, and recommends need for formal training or development plans to management and identifies possible staff performance and/or disciplinary issues.

APPLICANTS PLEASE FOLLOW THE LINK BELOW:

<https://clients.njoyn.com/CL4/xweb/xweb.asp?clid=74827&page=jobdetails&jobid=J1120-0833&BRID=EX180117&SBDID=22178&LANG=1>