

Job title:	Operations Coordinator
Departments:	Centre for Health Evaluation and Outcome Sciences (CHÉOS) & CIHR Canadian HIV Trials Network (CTN) at the Providence Health Care Research Institute (PHCRI)
Location:	St. Paul's Hospital, Vancouver, BC
Salary:	Salary commensurate with experience; competitive benefits package including 20 days of paid vacation within the first year, extended health and dental plans, and membership in the Municipal Pension Plan
Desired Start Date:	As soon as possible
Full/Part-time:	Full-time (37.5 hours/week)
Position status:	This is an on-going, regular-status Providence Health Care position (union-excluded); however, all research positions are dependent on grant funding
Application Closing Date:	Open until filled
How to Apply:	Interested candidates should email their resume with cover letter to humanresources@cheos.ubc.ca . Applications without a cover letter will not be reviewed.

Equity and diversity are essential to research and academic excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or a person who identifies as First Nation, Metis, Inuit, or Indigenous. The Centre/Network welcomes a broad range of applicants and accommodations are available for candidates taking part in all aspects of the selection process.

Job Summary

The Operations Coordinator is responsible for supporting people and culture operations at the Centre for Health Evaluation and Outcome Sciences (CHÉOS) and the CIHR Canadian HIV Trials Network (CTN) National Centre in Vancouver. The role supports the Human Resources (HR) Manager and senior operations team members in a variety of functions related to people operations, including full-cycle recruitment; employee retention and performance; workplace culture and morale projects; employee recognition programs; equity, diversity, and inclusion (EDI) strategies; on- and off-boarding staff; and synthesizing HR-related information and updates from Providence Health Care (PHC), Providence Health Care Research Institute (PHCRI), the University of British Columbia (UBC), and BC Employment Standards laws.

The Operations Coordinator works closely with CHÉOS/CTN research and administrative staff, as well as CHÉOS faculty. The incumbent will also liaise with various partners including PHC, PHCRI, St. Paul's Hospital, St. Paul's Hospital Foundation, research centres under the PHCRI umbrella, Provincial Health Services Association (PHSA), and UBC.

Located at St. Paul's Hospital, CHÉOS is an interdisciplinary collective founded to pursue excellence in health outcomes research. In addition to conducting its own research, the Centre's other primary function is to offer methodological expertise to other researchers, including assistance with study design, statistics, health economics, data management, and grant facilitation for both health outcomes research and clinical trials. The Centre consists of over 70+ faculty members and 130-150 staff and research personnel.

The CTN is an innovative partnership of clinical investigators, physicians, nurses, people living with HIV/AIDS, pharmaceutical manufacturers and others that facilitate HIV clinical trials of the highest scientific and ethical standards. Established in 1990 as a cornerstone of the federal AIDS Strategy, the CTN is funded by the Canadian Institutes of Health Research (CIHR), and jointly sponsored by the University of British Columbia (UBC) and St. Paul's Hospital (Providence Health Care) in Vancouver.

Work Performed

The incumbent coordinates the administration of HR functions, including special projects. Responsibilities include but are not limited to general HR administration and coordination; preparing and editing professional business correspondence and documents; initiation and implementation of various projects; planning and assisting with workplace culture and morale events; organizing EDI training; and networking with a variety of individuals and agencies, both internal and external to CHÉOS/CTN, in order to maintain positive working relationships at the highest levels.

Human Resources

- Coordinate HR and related issues including but not limited to; recruitment and staffing, compensation and benefits, training and development, occupational health and safety, and payroll.
- Draft job descriptions, and liaise with Centre/Network administrative team to advertise vacancies, sort/review applications, schedule interviews, interview candidates, and prepare references.
- Onboard new and transitioning employees (preparing the workspace, setting up user accounts, completing paperwork etc.).
- Coordinate scientist and research associate appointment letters and maintain associated lists.
- Maintain familiarity with employee benefit and pension plans, responding to employee and investigator inquiries.
- Interpret personnel policies in order to engage proactively with staff and respond to staff/scientist queries.
- Manage internal HR manual/guide.
- Ensure fulsome, accurate, and up-to-date personnel records and employee lists are maintained.
- Research, initiate, and support in-house professional development and training opportunities for staff and scientists.
- Coordinate letters for employment confirmations and adjustments.
- Communicate staffing changes, as appropriate, to applicable departments (e.g. IT, communications, finance etc.).
- Support the implementation of HR and EDI initiatives.
- Contribute to a positive work environment that stimulates excellence, creativity, professionalism, collegiality, and well-being.

- Engage in conflict resolution for staff on an as-needed basis.
- Responsible for the CHÉOS and CTN recruitment email inboxes.
- Provide coverage for other administrators, as required.
- Other related duties as may be assigned.

Facilities Management

- Conduct ongoing analysis of office space ensuring that all programs within CHÉOS/CTN have appropriate space allocations and keep the management team apprised of resource allocations.
- Conduct space inventories and maintain current space utilization lists.
- Other related duties as may be assigned.

Event Planning & Special Projects

- Participate in and support the planning, organization, and execution of event logistics for internal (e.g. training events, holiday party, annual BBQ etc.), and external (e.g. conferences, lectures etc.) events with other administrative personnel.
- Attend external and internal events for networking purposes, keeping management and staff abreast of pertinent information acquired.
- Provide special projects support to the operations team, or other department employees as the need may arise.
- Other related duties as may be assigned.

Supervision Received

Reports to the Human Resources Manager and Senior Operations Manager.

Supervision Given

This position does not include supervision of other staff.

Consequence of Error/Judgement

This position entails a high level of confidentiality and discretion. Failure to maintain information in confidence could result in damage to credibility and poor relations with employees. Implications of decisions or advice may result in restricted operations and legal and/or financial liability. The incumbent must exercise judgment and tact when dealing with others on the phone, in person and by email. Poor judgment or failure to act in a professional, tactful manner will have an adverse effect on the image of the Centre/Network.

Errors in decision making/information provided or processing of administrative requests could impede organizational operations/office functions. Work must be done in an accurate and timely manner to ensure decisions are made based on correct and relevant information. This position requires keen attention to detail as data entry must be precise.

Working Conditions

CHÉOS/CTN staff are largely working from home while COVID-19 protocols for physical distancing remain in place. The position is typically based in CHÉOS located at St. Paul's Hospital with the incumbent being provided appropriate work space.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of five years' experience or the equivalent combination of education and experience, with a minimum of 2 years of that experience working directly in an HR role. Previous experience working with health care researchers, or working in administration at PHC, or in a research area at UBC or its affiliated hospitals are an asset but not required. Training in cultural safety and equity & inclusion are beneficial. HR certification considered an asset but not required.

- Superior computer skills – MS Office, Excel, Adobe Acrobat.
- Excellent written and oral communications.
- Strong interpersonal skills, enabling effective work independently and within a team.
- Sensitivity to and understanding of inclusive and equitable practices at work; a keen interest in seeking out related knowledge and training.
- Organized with the ability to multi-task, prioritize, and work under pressure to meet deadlines.
- Excellent attention to detail and consistently performs work with accuracy.
- Excels at taking initiative and advance-planning.
- Strong critical thinking skills.
- Aptitude to grasp new concepts quickly and efficiently.
- Ability to employ tact, discretion, and diplomacy.

*All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. **We thank all applicants for their interest in this position. Only those selected for an interview will be contacted.***