



PEOPLE AND CULTURE MANAGER

HULL SERVICES

AccessHR is excited to partner with **Hull Services** for the recruitment of a full-time, permanent **People and Culture (P&C) Manager**. This is a newly created role, and the successful candidate will be based out of Calgary.

ABOUT HULL SERVICES

Hull Services is a charitable, multi-service organization that offers a wide range of evidence-based and evidence-informed programs to support children, youth, and families who experience challenges such as developmental trauma, repeated abuse, abandonment, neglect, and poverty.

Our programs and services include prevention, early intervention, in-home support, kinship and foster care, group care, school day treatment, therapeutic campus-based care, secure and stabilization programs, supported interdependent living and education, and training services. Hull's vision is for resilient young people and families to thrive within communities that support their mental health and well-being.

We are proud to be a "feel-like-family" organization with approximately 700 dedicated staff members committed to making a difference. Located in Calgary, we have been serving Alberta's young people and families for more than 60 years, supporting over 8,000 individuals annually.

POSITION DESCRIPTION

The People and Culture Manager will report to the Director of People and Culture and be part of an 11-person P&C team. This leadership role has four direct reports, including two P&C Generalists, one P&C Specialist, and a P&C Administrator.

This is a special opportunity for a knowledgeable and confident Human Resources leader who has extensive experience in employee relations and a proven ability to develop and lead a dedicated team of P&C professionals. You will spend a large portion of your time working with your P&C team to support approximately 52 Coordinators, Program Leaders, and Directors as a trusted partner.

This opportunity is ideally suited for a "Leader as Coach" style of leader with a strategic mindset and an ability to build collaborative and trusted relationships with operations.

Additionally, this role offers significant career growth opportunities, including participation in an HRIS implementation project, and succession planning under the mentorship of a highly regarded leader. Your work will also positively impact Alberta's vulnerable youth, making this a rewarding and meaningful career choice.

Ultimately, we are seeking a friendly, trustworthy, and strategic-thinking individual who is emotionally intelligent and takes a collaborative approach to delivering exceptional P&C services.

KEY DELIVERABLES

- **Leadership Development:** Create and implement a leadership development plan to develop, coach, and support operational leaders; help leaders grow effective, resilient teams that drive organizational success.
- **P&C Team Development:** Teach, guide, and empower P&C team members to navigate challenges, achieve results, and get to the “next level” in their development.
- **Employee Relations:** Develop and implement an employee relations strategy including workplace culture, employee engagement, conflict resolution, performance management, and employee well-being components.
- **Policy Development:** Overhaul and maintain Human Resources policies and procedures to ensure employment standards compliance, consistency, and alignment with organizational goals.
- **Talent Acquisition:** Develop a recruitment strategy; provide strategic and tactical support for full-cycle recruitment processes.
- **Total Rewards:** Conduct compensation reviews and market analyses with a focus on the non-profit sector; collaborate with Finance and the Director of People and Culture on salary scale creation.
- **CARF Accreditation:** Maintain CARF accreditation standards of quality and accountability for the People and Culture team.

QUALIFICATIONS

- **Employee Relations:** In-depth knowledge and extensive experience in all aspects of employee relations, including employee engagement, conflict resolution, performance management, policy implementation & compliance, employee well-being, and learning & development.
- **Collaboration:** Ability to create collaborative, inclusive, and trusted relationships across P&C team and entire organization; promotes collective problem-solving and shared success.
- **Legal and Compliance Knowledge:** Proven ability to mitigate organizational risk; comprehensive understanding of Alberta Employment Standards, regulations, and compliance requirements.
- **Relationship Building & Client Service:** Exemplary interpersonal skills; able to establish trust with a wide variety of diverse internal stakeholders.
- **Culture Champion:** Passionate about maintaining a collaborative and ethical culture; understands the nuances of working with vulnerable populations and supporting front-line workers with compassion.
- **Leadership Development:** Skilled at teaching, coaching, and mentoring leaders to build their skills and proactively mitigate employee relations issues.
- **Active Listener:** Asks “tell me more” and “help me understand” questions to gain clarity and understanding before making changes or offering solutions.
- **Personal Attributes:** Approachable, humble, kind, and eager to understand the organization’s dynamics and people.

EDUCATION & EXPERIENCE

- Bachelor’s degree in human resources, or related field preferred; human resources diploma or certificate with appropriate experience also considered
- 7+ years’ human resources generalist experience including employee relations; track record of practical policy application and collaborative problem-solving
- 3+ years’ leadership experience, including mentoring and coaching small teams
- Capable and eager to develop leadership skills with an eye to moving to the next level in 3 to 5 years
- Experience with or exposure to non-profit and/or social services organizations

ASSETS

- Non-profit Human Resources leadership experience
- Experience using and/or implementing UKG or other Human Resources Information Systems (HRISs)
- CPHR designation or working towards designation

WHAT WE OFFER

- Typical office hours are Monday to Friday from 8:30 AM until 4:30 PM; some flexibility to adjust start and end times depending on employee needs
- Private office and free on-site parking
- Competitive compensation package, including base salary, extended health care/dental coverage, flexible spending accounts, short term and long-term disability, life insurance, and Employee Assistance Program all effective day one; RRSP matching after one year
- Generous vacation, personal, and sick day plans
- Opportunity to work with a well-respected and tenured Director of People and Culture; abundant mentorship and growth opportunities
- Truly collaborative, supportive, and fun place to work
- Opportunity to make a meaningful impact on Alberta's youth through your HR contributions

POSITION REQUIREMENTS

- Full-time in-office work or on-site work between the two locations; flexibility to work from home occasionally
- Clear Police Information Check
- Clear Child Intervention Record Check

APPLY

Interested candidates are invited to apply with a cover letter and resume to [Here](#). **Please note that the position posting will close at 6:00 p.m. on April 23rd, 2025.**

All applicants will receive a personalized response and candidates under consideration will be contacted directly. Please be advised that applications will be monitored daily, and interviews may be scheduled throughout the posting period.

We encourage applicants from diverse backgrounds to apply as Hull Services is committed to offering a diverse and safe workspace free from discrimination. All applicants are considered regardless of age, gender, race, disability, sexual orientation, gender identity or expression, and religious beliefs.