



JOB TITLE: Human Resources Manager

REPORTS TO: Executive Director

POSITION TYPE: Full-Time, Permanent

SCHEDULE: 8:30-4:30 with some ability to flex schedules and occasional evening and weekend work

COMPENSATION: \$80,000 annually; comprehensive health and dental benefit plan; 4 week annual vacation.

ABOUT WYNDHAM HOUSE

Wyndham House is an innovative, community-based organization dedicated to supporting youth experiencing or at risk of homelessness in Guelph-Wellington. Through a range of housing, prevention, and support programs, we work alongside young people to build stability, connection, and opportunity. Our approach is grounded in prevention, housing-first principles, and youth choice. We believe that strong relationships, meaningful community integration, and responsive supports are key to long-term housing stability.

Wyndham House is a continuous operation, providing services 24 hours/day and 365 days/year. All members of the leadership team are required to work some evening and weekend hours as required. Wyndham House is in a period of growth and evolution, with a staff team approaching 100 employees. As a unionized organization, we are committed to fostering a workplace that balances strong labour relations with a positive, inclusive, and high-performing culture.

OUR MISSION: *With creative persistence and low-barrier, wrap-around support, Wyndham House meets youths’ needs to ultimately prepare them for their own version of successful living.*

OUR VALUES:

- Compassion
- Equity
- Person-Centered
- Creative Persistence

THE OPPORTUNITY

This is a unique opportunity for an experienced HR professional who is ready to step into a more strategic leadership role.

As the Human Resources Manager, you will be a key member of the management team, responsible for leading the full employee life cycle while also shaping Wyndham House’s people strategy during a

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MAILING/ADMIN OFFICE

77 WESTMOUNT ROAD, UNIT 300
GUELPH, ON N1H 5J1

CONCURRENT YOUTH HUB

133 WOOLWICH STREET
GUELPH, ON

SUPPORTIVE HOUSING PROGRAMS

SUFFOLK STREET WEST BELLEVUE STREET
GUELPH, ON GUELPH, ON

YOUTH EMERGENCY SHELTER

18 NORWICH STREET EAST
(519) 837-3892 GUELPH, ON

period of growth and evolution.

You will work closely with leaders across the organization to strengthen management practices, enhance employee experience, and build a positive, inclusive, and high-performing workplace culture. This role is ideal for someone looking to demonstrate their capacity in organizational development, people strategy, and culture building as a pathway to more senior HR leadership.

KEY JOB RESPONSIBILITIES AND DUTIES

People Strategy, Culture & Organizational Development

- Partner with the Executive Director and management team to develop and implement a people strategy aligned with organizational priorities
- Lead initiatives that strengthen organizational culture, employee engagement, and staff wellbeing
- Champion equity, diversity, inclusion, and anti-oppressive practices across the organization
- Use HR metrics and trends (e.g., turnover, engagement, absenteeism) to inform planning and decision-making
- Support organizational growth and change through thoughtful change management and workforce planning

Talent Management & Employee Experience

- Lead full-cycle recruitment, onboarding, and offboarding processes
- Develop and refine inclusive hiring practices to attract and retain diverse talent
- Design onboarding experiences that set staff up for success and reflect organizational values
- Identify and support learning and development opportunities across the organization
- Analyze employee experience data (including exit interviews) to strengthen retention and engagement

Employee Relations, Labour Relations & Leadership Support

- Act as a trusted advisor to managers on employee relations, performance management, and

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conflict resolution

- Support supervisors in providing effective feedback, coaching, and performance management
- Provide guidance on policies, employment legislation, and HR best practices
- Support the resolution of workplace issues in a fair, consistent, and solutions-focused manner
- Lead and support labour relations processes, including attending labour management meetings, grievance management, labour-management processes, and supporting collective bargaining and negotiations with a management committee.
- Maintain regular communication and positive relations with union stewards, leaders and national representatives.
- Contribute to a culture of accountability, continuous feedback, and professional growth

HR Operations, Policy & Compliance

- Develop, update, and implement HR policies and procedures in alignment with legislation and organizational needs
- Ensure compliance with the Ontario Employment Standards Act, Ontario Human Rights Code, and Occupational Health and Safety Act
- Maintain accurate and confidential employee records and HR systems
- Oversee benefits administration and support compensation practices and internal equity
- Monitor and improve HR systems and processes to support organizational effectiveness

WHAT WE'RE LOOKING FOR

- Post-secondary education in Human Resources, Business Administration, or a related field
- CHRP designation mandatory
- CHRL designation (or working toward) is considered an asset
- Minimum 5 years of progressive HR experience, ideally in the non-profit or social services sector
- Experience working in a unionized environment, including collective agreement interpretation and labour relations processes
- Demonstrated ability to think strategically while also executing operational HR functions

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- Strong knowledge of Ontario employment legislation and HR best practices
- Experience supporting managers with employee relations and performance management
- Demonstrated commitment to equity, diversity, inclusion, and anti-oppressive practice
- Excellent communication, relationship-building, and conflict resolution skills
- Strong organizational and problem-solving abilities

WHY THIS ROLE

This is an opportunity to shape the future of HR at a growing organization making a meaningful impact in the community. You will have the space to bring forward ideas, build systems, and influence culture in a way that is often not possible in more established organizations.

For someone looking to step into a more senior HR leadership role in the future, this position offers valuable experience in:

- Developing and implementing people strategy
- Supporting leaders across a multi-program organization
- Navigating labour relations in a unionized environment
- Leading culture and organizational development initiatives

WORKING AT WYNDHAM HOUSE

At Wyndham House, we recognize that our people are at the heart of our impact. We are committed to creating a workplace that is supportive, inclusive, and responsive to the needs of our staff.

We encourage applications from individuals with diverse lived experiences, including those who identify as Indigenous, Black, racialized, 2SLGBTQ+, and/or have experienced housing instability.

Accommodations are available throughout the recruitment process in accordance with the Ontario Human Rights Code.

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@wyndhamhouseguelph wyndhamhousegue company/wyndham-house-inc

CRA # 11930 5217 RR0001



Additional Requirements

- Successful Vulnerable Sector Police Check
- Ability to work in-person in Guelph, Ontario
- Access to reliable transportation

Wyndham House values inclusivity and diversity in the workplace. We welcome and encourage applicants from diverse backgrounds. We are committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act. (AODA). If you require an accommodation at any stage of the recruitment process, please notify admin@wyndhamhouse.org

While we thank all applicants, only those selected for an interview will be contacted. Any information obtained during the course of recruitment will be used for employment recruitment purposes only, and not for any other purpose.

All Wyndham House employees must have or be willing to receive the COVID-19 vaccination before the date of hire to be considered.

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