



OPPORTUNITY PROFILE

Manager, People and Culture

About CASA

CASA Mental Health is an established non-profit organization delivering holistic, culturally safe wrap-around mental health services to Albertans aged three to 18 and their families. CASA provides mental health service to the missing middle – mental health treatment for diagnosed children and youth, in between prevention and promotion in primary and community care, and acute treatment in hospital.

CASA's team of mental health professionals are trauma experts committed to delivering service in collaboration with community partners. This includes assessment and treatment for over 11,000 children, youth, and their families each year, from community outreach settings to intensive treatment programs.

Inclusion, diversity, equity, and accessibility are foundational values at CASA. As a provider of mental health services for children, youth and their families, we want to create a culturally safe environment that acknowledges, honours and respects the lived experience of every person and community. We believe that organizations can be powerful platforms for social change and that we are responsible for a future that is more diverse, equitable and inclusive for all. [Read CASA's commitment to equity, diversity and inclusivity \(PDF\)](#).

CASA's Vision

A community where all children, youth and their families are provided with timely mental health care and empowered to thrive.

Mission

To build resilience through holistic, evidence-informed and compassionate care and to advocate for children, youth and families with mental illness.

Core Values

Community – We believe each person's community is unique and is needed to support the mental health and wellbeing of those we serve.

Child-Centred and Family-Inclusive Care – As partners in care, we build services around the specific needs of each child and family. **Collaboration** – We work together to better serve children, youth and families.

Equity, Diversity and Inclusivity – We create a culturally safe environment that acknowledges, honours, and respects the lived experience of every person and community.

Outcomes-Based Accountability – We commit to and deliver effective outcomes as both a care provider and employer.

The Opportunity

Reporting to the Director, Business Operations, the Manager, People and Culture is an operational and strategic leader responsible for overseeing the organization's human resources functions in a unionized healthcare setting. The People and Culture leader is accountable for ensuring operational excellence in six key service pillars: Recruitment and Staffing, Compensation and Benefits, Learning and Development, Labour Relations, Employee Experience and Engagement, and Compliance and Labour Laws. The Manager is also responsible for leading and mentoring a skilled team of people and culture professionals and fostering a collaborative, high-performing department. This position has nine direct reports, including: Organizational Development Lead, Business Partners (2), Talent Acquisition Specialists (2), Coordinators (2), Student Placement Coordinator, Employee Engagement Coordinator.

Key Roles and Responsibilities

Team Leadership and Development

- Lead and mentor the People and Culture team, including business partners, talent acquisition specialists, coordinators, student placement coordinator and employee engagement coordinator.
- Foster a culture of accountability, continuous improvement, and service excellence through the implementation of six people and culture service pillars.
- Set clear expectations through regular one-on-ones and team meetings, ensuring alignment with operational plan and strategic roadmap.
- Delegate responsibilities effectively while maintaining oversight of key departmental priorities.
- Encourage innovation and employee engagement by recognizing team contributions and building trust.

Recruitment and Staffing

- Develop and implement strategic recruitment plans aligned with workforce planning.
- Oversee full-cycle recruitment, including job postings, resume screening, interviewing, hiring and onboarding.
- Collaborate with department, program and organizational leaders to identify staffing needs and role requirements.
- Maintain a talent pipeline using ATS systems and employer branding strategies.

Compensation and Benefits

- Evaluate and update compensation structures and benefits packages to attract and retain top talent.

- Ensure compensation practices are equitable, competitive, and compliant with appropriate labour laws.
- Oversee the administration of the employee benefit and pension programs.

Learning and Development

- Assess organizational training needs and collaborate with appropriate clinical leaders to develop learning programs to address gaps.
- Implement professional development plans and performance-based training opportunities.
- Partner with leaders to promote a culture of continuous learning and career growth.
- Monitor and evaluate training program effectiveness and employee progress.
- Support leadership development and succession planning strategies.

Labor Relations

- Lead people and the culture team in responding to employee concerns, grievances, and investigations while ensuring collective agreement compliance.
- Serve as the primary point of contact for union representative(s).
- Coach supervisors and leaders in managing employee relations constructively and respectfully.
- Provide guidance to leaders on coaching techniques, progressive discipline procedures, and documentation practices.
- Support union-related functions, including grievance meetings, arbitrations, and negotiations as needed.
- Oversee the implementation of performance appraisal systems and processes.
- Guide leaders and employees through performance evaluation cycles, including goal setting, mid and final reviews, feedback and merit increases (out of scope staff).
- Promote a high-performance culture by supporting coaching, mentoring, and employee recognition programs.

Employee Experience and Engagement

- Oversee effective onboarding and orientation through CASA 101, ensuring staff feel welcome and understand the organizational culture, mission, vision and values.
- Foster a positive organizational culture through open communication, employee engagement, and recognition programs.
- Act as a trusted advisor for leaders regarding sensitive and confidential matters, including conflict resolution, grievances, and disciplinary actions.

- Conduct regular engagement surveys and action plans to ensure a healthy workplace and reduce burnout and turnover.
- Handle sensitive situations with discretion, empathy, and adherence to ethical standards.
- Oversee the organizational Student Placement Program.

Compliance and Labour Laws

- Ensure key internal departmental processes and procedures are documented and updated regularly.
- Support the Accreditation process from a people and culture perspective.
- Ensure HR policies, procedures, and practices are updated annually and comply with applicable labour laws.
- Ensure alignment with Inclusivity, Diversity, Equity and Accessibility and Indigenous Services Commitments.
- Maintain accurate employee records and ensure data confidentiality.

Systems and Technology

- Oversee the administration of organizational HR systems.
- Serve as a subject matter expert for Dayforce (HRIS) and JazzHR (ATS).
- Collaborate with IT and Finance teams to ensure system integrations and data accuracy.
- Train people and the culture team, leaders, and employees on self-service features and system best practices.

Budget Management

- Draft annual departmental budget.
- Manage budget and identify variance causes, correct as needed.
- Approve departmental expense claims.

The Person

Education and Experience

The ideal candidate will hold a bachelor's degree in human resources, health administration, business, or a related field, complemented by progressive experience in human resources, including at least five years in a leadership role. Experience in a unionized environment is required. A Chartered Professional in Human Resources (CPHR) designation and Prosci Change Management certification are considered assets.

Knowledge, Skills and Abilities

Values-Driven Leadership: Brings a principled, action-oriented leadership approach grounded in CASA's mission and values. Demonstrates a commitment to fostering a positive organizational culture and leading by example.

People Development: Proven ability and desire to mentor, coach, and support the growth of human resources professionals, fostering a collaborative environment where team members can develop and excel.

Continuous Improvement Orientation: Dedicated to identifying opportunities for improvement and driving the development and refinement of processes, ensuring human resources practices support organizational effectiveness and employee engagement.

Communication and Negotiation: Exceptional active listening skills combined with strong negotiation abilities. Demonstrates clarity, professionalism, and empathy in all written and verbal communications, facilitating positive outcomes in complex situations.

Legislative and Regulatory Knowledge: Comprehensive understanding of employment legislation, including the Alberta Employment Standards Code, Alberta Labour Relations Code, Human Rights legislation, and other applicable statutes. Applies this knowledge to ensure compliance and sound HR practices.

Attention to Detail: Exhibits a high level of accuracy and thoroughness in all aspects of work, ensuring HR processes and documentation are consistently reliable and meet organizational standards.

Analytical Thinking and Problem Solving: Applies critical thinking and sound judgment to assess situations, identify issues, and implement effective, practical solutions that align with organizational goals and values.

Commitment to Inclusion, Diversity, Equity, and Accessibility (IDEA): Demonstrates a deep commitment to fostering an inclusive, equitable, and accessible workplace culture. Actively works to advance IDEA principles in all HR functions and organizational practices.

Interpersonal Effectiveness: Builds strong, trust-based relationships across all organizational levels and with external partners. Engages with careholders with empathy, professionalism, and integrity, promoting a collaborative and respectful work environment.

Compensation

A competitive compensation package, including an attractive base salary and excellent benefits, will be provided. Further details will be discussed in a personal interview.

Express Your Enthusiasm

Leaders International values diversity, equity, and inclusion in all aspects of our operations. Candidates are invited to contact us directly with any accommodation requests.



To apply, please email a cover letter and resume (in PDF or Word format, preferably as a single document) to Ardyce Kouri or Deepthi Koshy at apply@leadersinternational.com, including the job title in the subject line.

[Leaders International Executive Search](#)