

2020-22

PEOPLE SERVICES

Department Business Plan

Overview

The many programs and services that benefit citizens each day are impossible without people—engaged City staff that take pride in customer service and their community. People Services provides employee recruitment, payroll and benefit administration, health and safety programs, and labour relations to create that team of professionals who are dedicated to their organization and ensure that community programs and services are well-managed. The City of Fort Saskatchewan fosters an environment for excellence in customer service and open, transparent government through hiring the right people for the job and providing ongoing training and support.



Program	Description
Payroll and Benefits Administration	<p>Timely and accurate processing of all salary and wages for employees on a biweekly basis for the City of Fort Saskatchewan and the Fort Saskatchewan Public Library. Ensures accuracy in time reporting and ensures compliance with Canada Revenue Agency (CRA), Local Authorities Pension Plan (LAPP), Alberta Blue Cross and several other external agencies.</p> <p>Calculates and submits employer based remittances to finance. Development and administration of employee health benefit plans including health, dental, long term disability, life insurance, accidental death and dismemberment insurance and lifestyles benefit plans. Manages the annual premium setting process and tracks the financial status of the plans.</p> <p>Annual reporting to Canada Revenue Agency (CRA), Local Authorities Pension Plan (LAPP), Workers' Compensation Board (WCB).</p>
Classification and Compensation	<p>Creates the overall compensation structure. Participates in and creates / conducts salary surveys and analyzes data to make recommendations on salary structure, market adjustments and cost of living adjustments. Ensures competitive compensation while maintaining internal and external equity. Creates and manages the job evaluation system to classify jobs according to specific competencies and responsibilities. Ensures fair and transparent processes for review of jobs and explaining decisions to management and employees.</p>
Labour Relations	<p>Provide advice and support to maintain positive relationships with employees and Canadian Union of Public Employees (CUPE) Local 30. Leads the collective bargaining and grievance processes. The provision of services to support the organizations supervisors and employees in responding to issues and incidents. Includes conducting investigations, advising on corrective action and discipline and the termination process. Co-chair responsibilities for Working Relationship Committee comprised of City and CUPE representatives. Creation and support of policies, procedures and online resources for staff and supervisors to provide guidance and requirements.</p>
Health and Safety	<p>Creation and maintenance of a strong health and safety management system that is easy to utilize for employees / supervisors / volunteers / vendors while maintaining compliance with provincial and federal legislation. Tracking and reporting of competencies and requirements for employees and classifications. Follows up with investigations and reports on serious incidents. Tracks lost time and modified work. Liaises with WCB and provincial Occupational Health and Safety officers. Ensures the effective and timely management of absences due to illness or injury (work or non-work related) with a goal to minimize time away from work and provide needed supports to employees.</p>
Recruitment and Orientation	<p>Establish, advise on and facilitate the recruitment process including creation of guidelines, advising on recruitment strategy, preparation of job postings, scheduling and conducting interviews, reference and screening checks. Develops job offers and communicates with successful and unsuccessful candidates. Development and coordination of monthly orientation and coordinates all onboarding. Administration of a pool of resources to support corporate departments with vacancies usually less than 30 days or on special projects.</p>
Corporate Wide Training and Development	<p>Development, delivery and administration of programs to support learning and development needs of employees. Determining need and facilitating external and in house opportunities for development in the areas of leadership, supervision, respectful workplace, health and safety, and customer service. Ensure proper documentation processes are set up such as, training, testing, and competency of all staff including maintenance of a retraining / re-certification requirement system to ensure staff have current and up to date qualifications. Coordinate staff engagement survey.</p>

My Fort: Engaged People, Thriving Community

OUR COMMUNITY VISION

We are a welcoming, compassionate City.

We are a friendly, multi-generational community and there is a strong sense of pride and ownership in what we have accomplished together.

As a community, we are stewards of the environment and are committed to using our resources wisely.

We have a deeply rooted respect for our place and celebrate the river valley.

The Fort is a leader in sustainable eco-industrial development with a flourishing local economy.

We support every aspect of life in Fort Saskatchewan from local business to social services.

We know our history, and have a dynamic vision for our future.

Arts, recreation and culture thrive.

Downtown is the heart of the community; it is a vibrant destination for business or play and an attractive place to live.

Fort Saskatchewan is home with a small-town feeling at heart and where a strong sense of community thrives.

OUR MISSION

Working together to create a sustainable and thriving community through exemplary leadership and management.

OUR CORE VALUES

Our commitment to each other and to our citizens

LEADERSHIP – Take ownership in achieving results

INNOVATION – Embrace new ways of doing things

SERVICE EXCELLENCE – Deliver “WOW” service to our community

FUN – Enjoy what we do and bring passion to our work

OUR GUIDING PRINCIPLES

Just as our values are reflected in everything we do, our decisions and actions are aligned with the following guiding principles.

CONTINUOUS IMPROVEMENT	We constantly look for ways to improve our services, refining our daily practices, keeping the leading edge in sight and being open to change.
COLLABORATION	We work collaboratively with our colleagues, residents, partners, regional neighbours, and stakeholders.
STRATEGIC THINKING	We use a strategic and forward thinking mindset and consider the impact of decisions on others.
STEWARDSHIP	We are good stewards, accountable for our community's resources, managing costs and investing for the future.

Department Goals and Initiatives

Legend

	Project or phase complete
	In progress, upcoming

Goal 1: Continue to create and maintain supportive and trusted relationships with staff, supervisors, elected officials, external stakeholders and community.

Linkages: Continuous Improvement, Collaboration, Strategic Thinking, Stewardship

Initiatives:

		Timeframe		
		2020	2021	2022
1.1	External Staff Engagement Survey			

Goal 2: Facilitate and provide training and development opportunities to meet requirements, build capacity and enable success.

Linkages: Continuous Improvement, Collaboration, Strategic Thinking, Stewardship

Initiatives:

		Timeframe		
		2020	2021	2022
2.1	City wide training (Managing Mental Health in the work place for LT and Mental Health Awareness and Support for all staff was schedule for 2020 but is currently postponed)			

Goal 3: Ensure policies and procedures and the collective agreement, are up to date and reflect the direction, expectation and requirements of the organization as it relates to compensation, work environment and overall performance.

Linkages: Continuous Improvement, Collaboration, Strategic Thinking, Stewardship

Initiatives:

		Timeframe		
		2020	2021	2022
3.1	Comprehensive Salary Survey.			
3.2	Negotiations with CUPE Local 30 to update agreement to expire December 31, 2019.			
3.3	Implement regular Occupational Air monitoring and noise exposure testing ON HOLD			
3.4	COR (Certificate of Recognition) Audit.			
3.5	Increase Health and Safety hours from 1 Full Time Equivalent (FTE) to 1.5 FTE (may be deleted depending on Public Works staffing request in 2021)			

Goal 4: Maintain confidence with effective and efficient processing and reporting of employee compensation and benefits.

Linkages: Continuous Improvement, Collaboration, Strategic Thinking, Stewardship

Initiatives: Timeframe

		2020	2021	2022
4.1	Continue to roll out the impact of operating a 24 hour Fire Department.			
4.2	Benefit Refresh.			
4.3	Classification system job purchase			
4.4	Change from Penny to Great Plains for timesheet module			
4.5	Increase payroll and benefit hours from 1.4 FTE to 2 FTE			
4.6	Implement multi-purpose employee ID cards			

Goal 5: Continue to be a leader in recruitment initiatives to create a positive culture that starts before an employee's first day of work and beyond.

Linkages: Continuous Improvement, Collaboration, Strategic Thinking, Stewardship

Initiatives: Timeframe

		2020	2021	2022
5.1	Continue implementation of on-line recruitment software (NJOYN)			