**JESSICA VALADE**

Human Resources Manager

[www.linkedin.com/in/jessica-valade-97a32493](http://www.linkedin.com/in/jessica-valade-97a32493)

613-362-7035 19174 Hay Rd. Summerstown, ON K0C 2E0 valadej76@gmail.com

Please accept this application in confidence for the advertised position of Human Resources Generalist position which was advertised on Indeed. My career consists of over twenty years managing individuals utilizing all facets of human resources.

I am a self-starter who works well in a team environment. I am flexible and can multi-task and adjust work flow priorities with little notice. I have superior skills in the areas of communication, empathy, decision-making, training and development, and leadership. I am accustomed to collaborating, completing time-sensitive reports, publishing public communiqué, policy & procedure writing, and assisting with any/all office functions seamlessly.

I continuously work towards learning new competencies and broadening my skill-set as it relates to Human Resources, including a willingness to work towards obtaining Certified Human Resources Professional (CHRP) designation. Traits that I excel in include resolving problems/conflicts, risk management, the ability to handle confidential materials in a sensitive and appropriate manner, vast computer proficiency (MS Office Suite & others), analytical skills, budget allocation / payroll / scheduling, and meeting tight deadlines.

I have the characteristics that align well with your needs. I am a positive and exuberant individual that embodies a professional demeanor. My proficiency with the key areas you outline in the job advertisement make me the suitable candidate for this role. I would appreciate the opportunity to discuss employment possibilities with you at your convenience. The enclosed document provides in detail the range of my experience.

Regards,

Jessica Valade

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**KEY CHARACTERISTICS & SKILLS**

* Strategic, innovative, and culturally diverse Human Resources professional with over 22 years of progressive career advancement
* Experience in planning, developing, implementing, and evaluating HR programs and policies.
* Exceptional interpersonal capabilities and written / verbal communication, thrives when working in a dynamic, fast-paced environment while nurturing employee / client relationships.
* Experienced in both unionized / non-unionized settings with strong knowledge of the Employment Standards Act as well as adaptation to company Collective Bargaining Agreements.

**WORK EXPERIENCE**

**Medical Arts Pharmacy - Human Resources Manager**

2020-Present

* Exercise Human Resources practices in all facets such managing the employee life cycle from entry to exit, including recruiting, interviewing, contract preparation, onboarding, performance reviews, employee engagement, coaching, retention / recognition, and termination
* Administer payroll, compensation, and benefits
* Implemented employee recruitment software Jazz HR to the company
* Manage all WSIB and non-occupational short term disability claims
* Championed and implemented employee training & development adopting Surge Learning platform to the company
* Independently created and implemented new policies such as COVID19, COVID19 Workplace Safety Plan, and a COVID19 Vaccine Policy
* Maintain memberships in Human Resources Professionals Association and Canadian Payroll Association, Chamber of Commerce, etc.
* Certified Occupational Health & Safety (H&S) member that oversees workplace H&S compliance for two sites as well as chairs committee meetings
* Manage administrative / office functions as required, e.g., supply requisition / procurement, correspond with contract service providers / customers, handle public relations and media communications, etc.

**Parisien Manor Long Term Care – 2020 Executive Director**

**2014-2020 Recreation & Leisure Manager**

* Provided leadership in the 65-bed unit home to facilitate the achievement of home’s goals in alignment with Extendicare’s strategic goals and objectives with a unionized staff base of 90+
* Met deadlines consistently in way of quarterly reports Ministry of Health & Long Term Care, capital budget formation & submission, monthly operational budget forecasting, payroll, cooperate communiqué, etc.
* Participation in Collective Bargaining Agreement Meetings / Labour Relations, Grievance Meetings, and regular town-hall family & resident meetings
* Assisted with the provisions of the facility achieving ongoing Accreditation status
* Coached and mentored the Homes leadership team; Overseed recruitment and retention of staff and provided regular opportunities for growth / advancement
* Participated in partnership with departmental managers in performance management with employees who failed to adhere to the home’s expectations and code of conduct
* Prepared WSIB claims and return-to-work / modified work plans
* Prepared & executed emergency preparedness / pandemic plan for the facilities multi-departmental workforce
* Diffused resident challenging behaviours using person-centred care approach with validation and empathy tools
* Fielded and mediated family concerns and complaints to find solutions that lead to positive outcomes for all parties

**Glengarry Inter-Agency Group Inc. – Recreation & Leisure Manager**

2002-2014

* Led a team of 2 program coordinators and over 27 volunteers to administer an adult day program for isolated seniors
* Responded to Board of Directors with quarterly submissions of progress reports / updates of program successes & shortcomings
* Reduced transportation costs by 15% in 3 months through better utilization of volunteer resources
* Recruited 15 new volunteers in 3 months by networking with stakeholders and community partners
* Performed initial community health assessments using Canesto CIMS software tool, via referrals generated from Health Partner Gateway (HPG) and assisted with the formation of person-centered goals & objectives
* Liaised with health and social service agencies and stakeholders to assist in coordinating services for the participants / families

**EDUCATION, TRAINING, CERTIFICATES & MEMBERSHIPS**

* Social Service Worker – Gerontology Diploma (St. Lawrence College, 1997)
* Certificate in Long Term Care Administrator (CHA Learning)
* Active Membership in the Human Resources Professionals Association (HRPA)
* Current Joint Health & Safety Certification
* CPR/First Aid Certification
* Total Quality Management

**TOP SKILLS**

Leadership Team Building Process Improvement

Performance Management Health & Safety Certified Conflict Resolution

Training & Development Forward Thinking Time Management

Organized Technically Savvy Collaborator

Multi-Tasker Risk Management Analytical Thinker

Effective Communicator Public Speaking Confidentiality

Diplomacy Resilient Adaptability / Versatility

Strategic Planning Policy & Procedure Writing Change Management

Benefits & Payroll Administration Empathetic