



YUKON EMPLOYEES' UNION POSITION DESCRIPTION

PART I - IDENTIFYING DATA

Working Title: Union Advisor
Incumbent:

Supervisor's Name: Denise L. Norman
Title: Executive Director

Date Description Completed: January 18th, 2000 **Updated:** June 16, 2006

PART II - SUMMARY

Reporting to the Executive Director, this position is responsible for the research, planning and organization of a program of service to Component Members; for representing Members in a variety of ways to ensure they receive full protection of employment terms, conditions and rights as negotiated within collective agreements and as contained in a variety of legislation; and, following consultation with the supervisor, providing advice, guidance, and assistance to Locals within the Component in their formation and ongoing functions and activities.

A. Duties and Responsibilities

1. Major function -

Reporting to the Executive Director and in consultation with the other Service Officer, this position is responsible for the research, planning and organization of a program of service to Component Members by:

- studying and developing full awareness of relevant collective agreements, acts, and regulations (e.g. Public Service Act, and Regulations)
- studying and developing an awareness employer directives and policies and guidelines having relevance to all aspects of employment or other related rights and entitlements
- developing and maintaining, within the Alliance as well as the Component, sources of special expertise where assistance and advice may be obtained with regards to interpretation of legislation, case law, etc.
- thoroughly studying organizational structures within the various employer organizations where members exist
- preparing timetables for supervisor's approval for attending consultative meetings with Local executives, stewards, members, employer representatives

- maintaining timely contact with executive and members of Locals and responding to inquiries by providing information, advice and recommendations
- developing, for review with the supervisor, draft policies and procedures relating to the job functions
- keeping informed on trendsetting developments in the areas of Human Rights, Labour Standards and Labour Arbitration

2. Other principle activities, in order of importance:

a) Represents members in a variety of ways to ensure they receive full protection of employment terms, conditions and rights as negotiated within collective agreements and as contained in a variety of legislation by:

- receive, evaluate and investigate complaints and inquiries from members and/or stewards dealing with interpretation of articles in collective agreements and application of legislation (e.g., arbitral awards, discipline, rejection on probation, performance evaluations, competition appeals, or other situations affecting members)
- establishing and confirming jurisdiction of complaints and inquiries, referring members to the Workers' Advocate, Human Rights Commission, Employment Insurance, WCB, EAP, etc. depending on the nature of the complaint
- reviewing other relevant documentation and materials such as discipline letters, personal files, selection standards, staffing manuals, letters of suspension, appeal decision precedents, legislation, policy, relevant component files
- investigating events leading to complaints, grievances and appeals with the Grievors, Appellants, Stewards, and other witnesses
- arranging for and attending disclosure and other meetings with management/supervisors as appropriate
- attending and representing, or assisting stewards in representing grievors and appellants at hearings, including the preparation of questions and arguments in support of the member's position
- suggesting and pursuing alternative dispute resolution processes as required, including mediation and negotiating settlements, consulting with the Executive Director and President as appropriate
- preparing for 3rd level hearings, suspension and dismissal appeals by:
 - conducting detailed research by reviewing relevant legislation and legal precedent (i.e. Palmer and Palmer, Brown & Beatty, Canadian Labour Arbitration and PSSRB Decisions from Yukon and other jurisdictions)
 - developing arguments, anticipating and preparing responses to employer arguments
 - investigating to determine whether just cause has been established for terminations and suspensions of employment
- acting as an advisor/resource to Alliance grievance officers at the adjudication level, as required

- reviewing and discussing appeal and grievance decisions with appellants and grievors
- counseling members when necessary by advising them on processes and options available to them, ensuring realistic expectations, facilitating closure, and when appropriate, suggesting EAP, ADS or career counseling, or other resources and agencies.

3. Examples of additional activities which may be performed from time to time include:

a) Following consultation with the supervisor, providing advice, guidance, and assistance to Locals within the Component in their formation and ongoing functions and activities by:

- providing advice and guidance relating to Alliance rights, procedures, legislative and administrative requirements
- advising Locals as to procedures and requirements for Local Elections
- attending Local meetings - to advise Locals of changes in legislation, policy, etc. which could effect their membership, to provide input on Local initiatives and activities
- giving presentations to members on mediation, arbitration, grievance procedures, adjudication, appeals, and other related topics

b) Providing means for the Component to adequately assess the standard of service delivery, ensuring adequate representation of the membership by:

- collecting and reporting statistical and qualitative information to supervisor and, as required, to locals on membership representation
- periodically advising supervisor on status of files
- maintaining relevant documentation on files, summarizing decisions and sequences of events
- referring complaints to the supervisor

4. Approximate length of time required for a fully qualified employee from outside the work unit to reach the full working level of the position is:

six months to become familiar with organizational structures and up to a year to become familiar with the variety of specific issues that arise.

B. Problem-solving and decision making

1. a) Acts, Regulations, and/or Policies/Procedures with which the incumbent must be fully familiar in order to perform the functions of the position include:

- Yukon Public Service Act and Regulations
- Canada Labour Code
- YTG Policies and Procedures
- relevant Collective Agreements (the Component represents members from 8 different bargaining units)

The incumbent interprets articles and sections of the above documents in providing advice and guidance to members, Local executives and others.

b) Other Acts, Regulations, and/or Policies/Procedures with which the incumbent must be generally familiar in order to perform the functions of the position include:

- GAM - Government Administration Manual
- Human Rights Legislation
- Occupational Health & Safety Act and Regulations
- Employer directives and policies

The incumbent must be familiar with the content of the above documents in order to determine whether or not a member's complaint should be referred outside of the union and in the case of the OH&S Act and Regs., to provide advice to members in the worksite.

2. a) The kinds of recommendations the incumbent is regularly required to make include:

- actions to be taken in representing Members at appeals and grievance hearings
 - when exceptional situations are encountered
 - when there might be significant impact on the Component or the Alliance as a result of actions
 - or where financial resources are required
- methodology and timelines for achieving goals and objectives of special projects
- methods for improving service to Members and Local executives

The Executive Director or the President generally makes final decisions with respect to the above recommendations.

3. a) The types of final decisions regularly made for which the incumbent is held accountable include:

- actions taken during the course of appeal or other hearings
- choice of resources referenced during research on problems, appeals, special projects
- content and quality of advice given to members' inquiries
- workload scheduling and prioritization
- best means of addressing issues, e.g. regular grievance vs. referral to Harassment Investigator
- appropriate terms and conditions for some mediated/negotiated settlements

The impact of the above decisions is on the effectiveness of services provided to the Membership, the level of awareness members have of their rights and obligations, potential liability stemming from charges of lack of representation.

C. Freedom to Act

1. The Executive Director sets long-term goals, objectives and priorities for this position. The incumbent determines how those goals, objectives and priorities are to be accomplished, meeting regularly with the Executive Director to discuss progress and any problems which may arise. The incumbent is expected to work independently on the majority of their caseload and they work within set objectives and parameters, in carrying out other assignments, projects and activities.
2. The position is guided in its work by the legislation, regulations, policies and procedures outlined in section B.1.a) above as well as general standards set by the supervisor.
3. The work of the position is evaluated by the Executive Director on the effectiveness of services provided. In making his/her evaluation, the Executive Director reviews decisions and progress reports, as well as discussing activities on a regular basis. He/she may also consider feedback received from Component and Local executives, general Membership and other contacts of the position.
4. Types of decisions normally referred to the supervisor include:
 - conflicts in priorities
 - actions which may impact general services of the component
 - interpretations that may set precedents
 - decisions committing financial resources of the component

D. Financial Accountability

This position has no direct financial accountability.

E. Management/Supervision of Human Resources

This position has no direct supervisory responsibilities.

F. Key Personal Contacts

<u>Who</u>	<u>Purpose</u>	<u>Frequency</u>
Executive Director	- direction, advice	daily
YEU Executive and Staff	- information exchange - discussing options	daily
Local Executives, Shop Stewards	- information exchange - advice	weekly
Members	- problem solving - information exchange - advice	daily
Employer Representatives	- problem solving - information exchange - problem solving	weekly

G. Tools, Equipment, or Machinery Used

<u>Type of Equipment</u>	<u>Purpose</u>	<u>% of time used</u>
Personal Computer	- electronic messaging - basic word processing - completing forms - research	20%
Photocopiers, fax machine, general office equipment	- communication - copying materials	10%

H. Working Conditions

This position is located in a normal office environment with requirement to visit worksites.

Interpersonal conditions

- high level of irregular critical deadlines
- high level of contact with emotional individuals
- constant interruptions
- constantly changing workload
- instructions from more than one source

Examples:

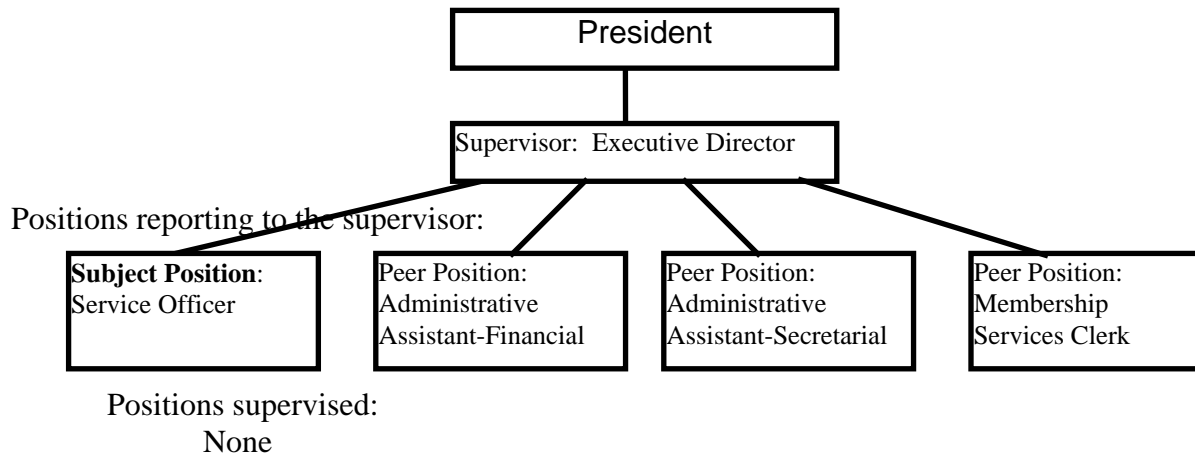
- a suspended or dismissed member can be in desperate need for financial continuity

- members may feel the collective agreement or legislative limitations do not adequately address their complaints
- interpersonal conflict is inherent in the complaint/grievance/appeal process, employers may be defensive and uncooperative
- interruptions are from telephone inquiries and unscheduled visits from members

Travel

Daily in headquarters area with occasional travel to communities outside of Whitehorse.

I. Organizational Chart



Supervisor: I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.

Incumbent (where applicable) I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.

Supervisor

Incumbent

date

date

PART III - Qualifications

A. Knowledge and Skills required:

- good working knowledge of the theory and history of labour relations
- thorough knowledge of the Public Service Alliance of Canada and the manner in which the Alliance provides assistance to members
- knowledge of Component structure, regulations and jurisdiction with regards to service to its members
- knowledge of the Public Service Act, the Public Service Staff Relations Act, the Canada Labour Code and related regulations
- familiarity with policies and procedures of various organizations employing our members
- thorough knowledge of grievance and appeal procedures
- understanding of negotiation and mediation processes
- general understanding of various areas of personnel administration including labour relations, pay administration, staffing, workers' compensation, occupational health & safety and job evaluation
- the ability to read and interpret collective agreements
- strong interpersonal skill, including the ability to resolve conflicts and solve problems
- presentation skills - used in hearing and to groups for educational purposes
- ability to work effectively in a cross-cultural environment
- basic word processing and electronic messaging skills
- interviewing skills
- basic research skills

B. Licenses, certificates required:

Valid class 5 Yukon driver's license.

C. Other skills and/or knowledge which may be desirable, but not essential to the performance of the position's duties include;

- negotiation and mediation skills
- knowledge of history, geography, demographics and cultures of Yukon
- networking skills

President: I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

President

date