

Business Ethics Consultant

The Workplace Safety and Insurance Board (WSIB) helps people overcome workplace injuries and illnesses and helps business owners make their workplaces safe and healthy. Our people are at the heart of what we do. Bring your enthusiasm and expertise to the WSIB, and we'll help you achieve your personal and professional goals through meaningful work, development opportunities and a culture of compassion, integrity and teamwork.

We are the WSIB. And we're here to help.

Job Summary:

Build organizational capability by leading, driving, and executing an enterprise-wide compliance program for the prevention, investigation and resolution of incidents and reports of workplace harassment, discrimination, conflicts of interest, wrongdoing and other violations of the Code of Business Ethics. Ensure there are consistent, aligned and fully integrated controls to support Program compliance. In collaboration with key partners contribute relevant insights and shape solutions to support a desired future-state organizational culture.

Major Responsibilities:

Act as a technical resource, providing strategic direction, advice and guidance to senior management in dispute resolution related to incidents and reported violations of the Code of Business Ethics and Behaviour.

- Direct and provide technical advice and expertise in fact-finding and dispute resolution related to incidents and reported violations of the Code of Business Ethics and Behaviour.
- Ensure interventions and their results are compliant with legal requirements (e.g. legislative obligations, jurisprudence and administrative law: natural justice/procedural fairness)
- Use influence and consultative approach to provide technical advice to client groups regarding dispute resolution, including obtaining buy-in and convincing senior decision makers of the benefit derived from the proposed solutions.
- Ensure a workplace intervention appropriate to the circumstances
- Ensure workplace stakeholders are appropriately debriefed and corrective actions completed
- Ensure workplace stakeholder expertise is appropriately consulted/included (e.g. Privacy Office, Regulatory Services Division, IT, Legal, Corp. Compliance, Health & Safety)
- Provide coaching, guidance and advise on investigations and ADR interventions
- Use diplomacy and sensitivity to manage/analyze confidential information regarding WSIB dispute resolution.
- Ensure interventions and their results are appropriately documented with recommended corrective actions for the VP, Human Resources, operating management and Ethics Executive
- Trend analysis for inclusion in regular compliance reporting and to inform culture and prevention strategies and process improvements

Lead formal interventions (e.g. investigations, mediations, workplace restorations) of high risk and complex incidents and reports of harassment, discrimination, incivility, Conflicts of Interest and other violations of the Code of Business Ethics:

- Plan and coordinate components of an intervention: conduct an initial review of information to determine and develop an investigation plan
- Interview affected parties and collect other relevant evidence about alleged incidents and reported policy violations

- Research, interpret and apply relevant case law to make investigative findings.
- Analyze evidence gathered and draw legally sound conclusions based on the balance of probabilities
- Summarize and present the allegations, investigation process, results, conclusions and recommended corrective actions at the appropriate level of detail for the different stakeholders
- Occasionally provide testimony at Grievance Arbitration and other adjudicative/judicial hearings on behalf of the WSIB

Act in a mentorship capacity to the Associate Business Ethics Consultant in the management of investigations, mediations and data.

- Review case-work, provide advice and direction, ensure applicable standards are being met.

Plan, develop, implement and sustain applicable HR/ELR policies and procedures (COBE, Disclosure of Wrongdoing, Respectful Workplace, Conflict of Interest). This includes:

- Assess and safeguard legal compliance on relevant policies
- Monitor amendments to relevant legislation
- Research, interpret and apply case law
- Explore emerging HR policy trends
- Implement compliance policy additions/changes to shape the organization's approach to ethical issues
- Lead the research, design and implementation of complaints procedures and controls in support of legal compliance
- Plan, Develop, and implement training to support policy goals and overall compliance (e.g. New manager Program)
- Ensure continuous improvement of the COBE Complaints process.

Plan, execute and participate in enterprise-wide projects and programs that support compliance in the program area and/or result in process efficiencies.

- Plan, develop and manage cross-cluster projects resulting in process improvements that optimize customer experience (e.g. procuring IT services and solutions, managing vendor contracts)
- Plan, develop, negotiate and manage service level protocols and agreements within and outside HR (e.g. IT, RSD, Corporate Security)
- Identify and develop early resolution solutions within the Code of Business Ethics Framework to proactively support a healthy, respectful, and inclusive workplace culture.
- Provide subject matter expertise, support and assistance in validating HR compliance to the Corporate Compliance Branch (e.g. as part of the Enterprise Compliance Program and Criminal Risk Program)

Oversee the Conflict of Interest (COI) declaration process to ensure processes are running smoothly. Identify opportunities for continuous improvement and address issues escalated by stakeholders and/or declarers.

- Ensure declarations are Logged and tracked, relevant information is identified clearly, relevant supporting documentation is included, and potential risks are clearly identified
- Ensure workplace stakeholder expertise is appropriately consulted/included for decision-makers (e.g. corporate compliance, legal)
- Conduct follow-up enquiries on behalf of the VPHR or Ethics Executive as required
- Plan, develop and manage supporting materials to promote knowledge of and compliance with the WSIB's Conflict of Interest requirements

Perform other related duties and responsibilities as assigned or required

Job Requirements:

1) Education requirements:

- University degree in a field relevant to the position (e.g. law, industrial relations, social sciences)
- Master's level degree is preferred but not essential
- Certification in Alternative Dispute Resolution (ADR)
- CHRP, certification in Workplace Investigations is preferred but not essential

2) Experience:

- 5 years' experience conducting complex workplace investigations in a unionized work environment (7 years preferred)
- 5 years' experience researching, interpreting and applying employment related legislation (OHSA, OHRC, AODA, ESA, PSOA) and case law/jurisprudence
- 5 years' experience writing concise investigative or regulatory reports that can withstand legal scrutiny by an arbitrator or adjudicator
- 5 years' experience creating, reviewing and amending workplace policies and procedures
- Experience working with agitated and distressed individuals and in situations that are highly emotional
- Experience dealing with highly sensitive information
- 3 years' managing and/or mentoring employees in investigation, mediation and other workplace conflict resolution techniques.

As a precondition of employment, the WSIB will require a prospective candidate to undergo a criminal records name check prior to or at any time following hire.

To apply for this position, please submit your application via <https://www.wsib.ca/en/careers> by November 6th 2019.

We appreciate the interest of all candidates. Due to the volumes of applications we receive, we are only able to contact candidates that are selected to move forward in the recruitment process. The WSIB is an equal opportunity employer.

The WSIB is an equal opportunity employer and provides accommodation for job applicants in accordance with the Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you are an individual with a disability and you need accommodation in order to apply for this position, please contact talentacquisitioncentre@wsib.on.ca. If you are invited to participate in the assessment process, please provide your accommodation needs at that time. Please be advised that you may be required to provide medical documentation to the WSIB's Corporate Health Department so that appropriate accommodation can be provided to you throughout the recruitment process.

Employees of the WSIB have important ethical responsibilities, including the obligation to place the public interest above personal interests. Job applicants are therefore required to disclose any circumstance that could result in a real, potential or perceived conflict of interest. These may

include: political activity, directorship or other outside employment and certain personal relationships (e.g. with existing WSIB employees, clients and/or stakeholders). Please contact TAC if you have any questions about conflict of interest obligations and/ or how to make a disclosure.

Privacy Statement

Personal information will be collected from your resume, application, cover letter and references under the authority of the Workplace Safety and Insurance Act, 1997 and will be used by the Talent Acquisition Centre and WSIB hiring parties to assess/validate your qualifications and/or determine if you meet the requirements of vacant positions and/or gather information relevant for recruitment purposes. If you have questions or concerns regarding the collection and use of your personal information, contact the WSIB Privacy Office, 200 Front Street West, Toronto, ON, M5V 3J1 or 416-344-5323 or 1-800-387-0750 extension 5323. Be advised that information related to application status will not be provided.