



Position Posting

Chief People, Culture and Inclusion Officer Immigrant Services Society of BC (ISSofBC) Vancouver, BC

A complete opportunity executive brief (including a full position description) is available for interested and qualified candidates. Please request via contact information at foot of this posting.

The Opportunity:

As the Chief People, Culture and Inclusion Officer (CPCIO) for the Immigrant Services Society of BC (ISSofBC) you will have a clear mandate to be the driving force behind the organization's strategic objective of building a more engaged and people-centric organization.

Reporting to the CEO, and a core member of the Executive Leadership Team (ELT) and Senior Management Group (SMG), you will be responsible for all aspects of human resources and people practices, providing guidance and leadership in employee relations, engagement and well-being, and talent management.

Through your ability to collaborate with and influence others, you will achieve buy-in from stakeholders to mobilize organization-wide values-driven strategies, programs, and initiatives that align with the strategic plan, people strategy and HR best practices. The CPCIO is a key leadership role which will bring new perspectives and knowledge to the ISSofBC senior team.

The next CPCIO will be only the second person to hold this role, which was first established in 2022. Following three successful and impactful years establishing foundational elements of a comprehensive PCI strategy, the current incumbent in this role is relocating later this year.

The next CPCIO will have a unique opportunity to take forward this work with a dedicated PCI team, and as part of a values and strategically aligned senior leadership team committed to achieving our people-related goals.

The Organization:

[The Immigrant Services Society of BC](#) (ISSofBC) is one of the largest newcomer agencies in Canada, with a national and international reputation. Since 1972, we have welcomed and supported diverse newcomers, including immigrants, refugees, temporary foreign workers, and international students, to settle in communities, find work, study and learn English in British Columbia (BC) Through dedicated staff, volunteers and community partners, ISSofBC provides services to over 25,000 clients each year.

We are a values-driven organization with a team of over 450 staff at our heart, who all bring their commitment and diverse knowledge, skills and experiences to their work each and every day. ISSofBC's mission, vision and values emphasize inclusivity and recognition of individuals' unique talents. Read our mission, vision and values [here](#).

Key Responsibilities:

1. **Strategy and Counsel:** as a member of the ELT and SMG, contributes to strategic and business planning, leads organizational People and Culture strategies, provides counsel and guidance on critical HR and People issues, provides timely management of all legal, safety and health issues, provides timely updates to the Board People Culture and Inclusion Committee on the progress of HR strategies.
2. **Employee Relations and Engagement:** leads the development and design of people-centric organizational culture and employee engagement strategies, including Performance Management and Training, and effective internal staff communications.
3. **Recruitment and Retention, Compensation Total Rewards:** leads the strategy for recruitment and retention of succession and workforce planning as well as compensation and total rewards.
4. **Diversity, Equity and Inclusion:** working with the CEO and SMG, develops strategies to encourage a healthy, inclusive and diverse workforce that is free of bias.
5. **Health and Wellness:** develops policies for health, safety and wellness and encourages a proactive approach to mental health and psychological wellbeing in the workplace.
6. **Team Leadership:** leads, coaches and mentors a team of 5 HR professionals to be a high-functioning, collaborative and service and solutions oriented.

Key Qualifications & Experience

- MA level education in a business, HR or labour relations field, or related discipline.
- Chartered Professional in Human Resources (CPHR) designation.
- 10 years of related progressive HR / people practice experience in a complex organizational setting.
- Demonstrable track record of leadership and program management that make up an employee life-cycle, including recruitment and retention, training and development, employee relations / engagement, compensation, performance management, etc.
- Strong knowledge of current HR industry best practices, standards, and performance measures. Experience of ensuring conformance to a related accreditation programs desirable.
- Strong knowledge and experience of contributing to organizational DEI strategy development and implementation. Demonstrated cross-cultural experience and/or knowledge of immigrant settlement and integration issues.
- Tech-savvy, digitally adept, knowledgeable, and current on HR systems and automated solutions.

Key Attributes & Skill Sets

- **A values-led and congruent leader** – who understands the critical importance of being values and culture-aligned, who is reflective and self-aware about their own practices and the practices of



leadership across the organization.

- **An Inspirational leader** – supportive, openminded, a deep listener, creative, accountable; a mentor and coach to the PCI team, support to staff and trusted advisor to leadership.
- **A strong relationship and team-builder** – proven ability to build high-functioning teams through mentorship, support and development of team members, and through strategic recruitment.
- **A change management leader** – an influencer and driver of cultural and operational change, employee engagement and organizational efficiencies that are data-driven and measurable.
- **A DEI leader** – knowledgeable of current DEI thought leadership, with demonstrated success in building an inclusive, welcoming workplace that celebrates diversity.



- **An Influencer** – calm and collected, a quick learner, decisive, a bridge-builder, solutions seeker, not afraid to address issues, a consensus builder.
- **An effective communicator** – has excellent oral written and presentation skills, adept at conflict resolution, issues management, and negotiation.
- **A Multi-tasker** – able to manage a complex range of multiple demands; strong administrative and organizational skills.

Total Compensation and Benefits:

- \$115,000 – 160,000 annually
- 100% Employer paid Basic Life, AD&D, Critical Illness, Health and Dental coverage with Health Spending Account
- RRSP employer contributions matching up to 9%
- 4 weeks' vacation plus an additional week off with pay
- 5 Paid Wellness/Personal Days
- Transportation Allowance
- Flexible work arrangements in a hybrid role

The CPCIO role plays a pivotal role in ensuring organizational practices are aligned to ISSofBC's values, including our commitment to DEI. ISSofBC's staff team strongly reflects the diversity of the communities we serve and the ability to demonstrate empathy and understanding with the range of lived experiences, including through the lens of their own, personal lived experience, is a critical element of the abilities that the CPCIO will bring to the role.

HOW TO APPLY:

Please send your resume and a cover letter explaining why you are the ideal candidate for this unique opportunity to: opportunities@kmclaughlin.com

We truly appreciate all applicants; however, we will be in contact with only those selected for an interview.

For more information please contact:

Tracy Josling, Senior Associate, McLaughlin & Associates

tracy@kmclaughlin.com