



## JOB DESCRIPTION

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### COMPANY PROFILE

Founded in 2004, Jake's House is a Provincially and Federally funded Canadian charity with a mission to provide meaningful support to families living with autism across the country. Recognizing that more than any other single issue, families dealing with autism need a community, Jake's House is committed to growing a strong network of people who understand and care -a family, determined to provide tangible solutions at every stage of life.

In addition to growing a caring, committed community, Jake's House offers a continuum of structured services to provide practical help today and lasting hope for tomorrow. Through four strategic offerings –social events for the whole family; mentoring programs for youth; employment opportunities for young adults; and housing for the aging population –Jake's House supports individuals on the spectrum throughout their entire lifespans.

Through these events and services, as well as other strategic initiatives, Jake's House strives to empower individuals with autism; offer their caregivers support and respite; raise awareness; share resources; and build a caring community. Jake's House is dedicated to delivering assistance to those who need it right now, while also determined to establish a support system for future generations.

The ideal candidate will be working with a dynamic, fast-growing organization, collaborating with a passionate, dedicated team.

**Title:** Human Resource & Office Manager

**Reports:** Director, HR & Strategic Projects

**Location:** Mississauga

**Industry:** Not-for-profit

### JOB OVERVIEW

Jake's House is seeking a Human Resource & Office Manager to oversee the management of the office as well as HR practices at the Mississauga head-office. Reporting to the Director of HR & Strategic Projects, the successful incumbent will work closely with all departments to design and execute on multiple strategies including staffing, onboarding, diversity and inclusion, and talent development. The ideal candidate will represent business challenges and opportunities back to the senior leadership team while ensuring a more diverse, accessible, equitable, and inclusive culture through hiring, promotion, retention, and inclusion practices. General management of office also fall under the purview of the Human Resource & Office Manager including but not limited to, conducting inventory, answering the general phone line and email inquiries, liaising with landlord, donation bin management, and planning office events and luncheons.

### JOB RESPONSIBILITIES

#### Human Resources

- Full cycle recruitment including job development, posting, screening, interviewing, conducting reference checks, onboarding and offboarding with guidance from Director of HR;
- Lead annual review process and develop performance management KPI metrics for all levels of staff;

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- Develop HR policies while collaborating with staff to participate in continuous learning courses as per their role and career development plan, advocate for budget to support the program, track outcomes for participants;
- Negotiate with benefits provider on service and costs;
- Provide guidance to employees and leadership regarding people issues; counsel for performance problems, execute twice yearly Employee Survey, assess results, and implement necessary actions to address any shortcomings;
- Ensure that Jake's House provides a safe environment to work in, develop policies and oversee health and safety practices;
- Keep current with local employment laws and regulations and recommend best practices to maintain compliance (ESA, WSIB, Canadian Human Rights Code, MOL, etc.).

### Office Management

- Manage Jake's House main phone line answering calls from families, partners and stakeholders and direct them to appropriate staff within the office;
- Manage Charity Liaison general mailbox routing inquiries to the appropriate department;
- Oversee incoming donation bin inquiries;
- General office space management ensuring organizational effectiveness and efficiency;
- Manage relationships with vendors, service providers, and landlord;
- Organize orientation and training of new staff members;
- Monitor and maintain office supplies inventory;
- Maintain a safe, secure, inclusive, and pleasant work environment.

## JOB REQUIREMENTS

- Proven office management with a minimum of 3 years of HR generalist experience;
- High attention to detail and ability to multi-task;
- Excellent communications skills with the ability to build and maintain positive working relationships with members of the community as well as staff;
- Ability to use discretion in maintaining confidentiality of sensitive contacts, materials, and information;
- High level of flexibility and responsiveness;
- Excellent communication skills both written and verbal;
- Excellent computer skills, particularly with Microsoft Office.

### Ideal Candidates (Culture Fit)

- Self-starter, proactive, takes initiative, resourceful, bootstrap mentality, go-getter;
- Innovative, entrepreneurial, dynamic, creative, collaborative;
- Adaptable, resilient, can switch gears and hats quickly, thrives in fast-growing / fast-moving environments;
- Positive, energetic, enthusiastic, passionate;
- Committed, disciplined;
- Compassionate, caring, understanding, genuine, strong 'family values.'

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