



Position Title: Manager of Human Resource Administration
Reports To: Director of Finance, Administration and Facilities & the Executive Director
Salary: \$80,516 per annum, with comprehensive benefits package
Employment Type: Permanent, Full-Time
Closing Date: October 1, 2026

Interested applicants are invited to submit a resume and cover letter to admin@gersteincentre.org by the closing date. Please include "Manager of Human Resource Administration" in the subject line.

Background: Gerstein Crisis Centre provides community-based crisis services to adults in Toronto who are experiencing mental health and substance use crisis, including crisis intervention, mobile crisis response, crisis beds, follow-up support, and other community services. Our work is guided by principles of dignity, respect, self-determination, trauma-informed practice, harm reduction, equity, and cultural safety. Gerstein Crisis Centre is committed to providing accessible, responsive, and non-coercive supports that reduce unnecessary police and hospital involvement and strengthens access to the services people want and need. We work collaboratively with service users, staff, community partners, and funders to build a crisis response system rooted in anti-racism, anti-oppression, harm reduction, and social justice.

The Manager of Human Resource Administration will play a key role in supporting consistent, value-aligned, and legally compliant human resource practices across the organization. This position will work closely with the Executive Director, management team, administrative staff, and external partners to support recruitment, onboarding, employee records, benefit administration, policy implementation, HR systems, and day-to-day human resource administration.

Job Summary: The Manager of Human Resource Administration is responsible for coordinating and strengthening the administrative systems that support the employee life cycle at Gerstein Crisis Centre. The Manager will ensure that recruitment, hiring, onboarding, personnel documentation, benefits, leaves, training records, HR reporting, and related processes are organized, timely, confidential, and aligned with organizational policies, employment legislation, and Gerstein Centre's values. The role requires strong attention to detail, organizational skills, sound judgment, discretion, and the ability to support managers and staff with respectful, clear, and consistent HR administration.

Successful applicants will have:

- Excellent organizational, administrative, and record-keeping skills, with strong attention to accuracy, timelines, and follow-through;
- Strong written and verbal communication skills, including the ability to prepare clear correspondence, process documents, reports, postings, letters, and internal communications;
- High level of discretion, sound judgment, and professionalism in managing confidential and sensitive employee information;
- Experience with HR information systems, payroll/benefits administration processes, Microsoft Office applications, and electronic filing or document management systems;
- Ability to work collaboratively with managers, staff benefit providers, payroll/finance

- staff, and external advisors;
- Demonstrated commitment to working through an anti-racist, anti-oppressive, trauma-informed, culturally safe, and equity-focused lens;
- Ability to manage competing priorities, often with short timelines, meet deadlines, identify administrative gaps, and develop practical systems that support consistency and accountability;
- Knowledge of community mental health, substance use, crisis services, or nonprofit service environments is considered an asset.

Primary duties and responsibilities:

- Coordinate and support recruitment and selection processes, including job postings, applicant tracking, interview scheduling, reference checks, offer letters, employment documentation, and onboarding requirements;
- Maintain accurate and confidential employee records, including personnel files, employment letters, contracts, training records and certifications, leave documentation, and other HR-related records;
- Support the onboarding processes for new employees by coordinating required documentation and agreements including vulnerable sector checks, orientation /training access and materials, and communication with managers and administrative staff;
- Administer employee benefits and related processes, including enrolments, changes, terminations, disability or leave-related documentation, and communication with benefit providers and payroll/finance staff;
- Track and support employee leaves, statutory leaves, accommodations documentation, and return-to-work administration, ensuring appropriate confidentiality and consistency with policy and legislation;
- Provide administrative support to managers in relation to performance review cycles, probationary reviews, supervision documentation, progressive discipline records, and other employee relations documentation as directed;
- Support implementation and maintenance of HR policies, procedures, templates, checklists, forms, and tracking tools, ensuring documents remain organized, current, accessible, and aligned with organizational values;
- Prepare HR reports, summaries, spreadsheets, and tracking documents to support workforce planning, compliance, recruitment activity, training completion, and other organizational reporting needs;
- Support payroll and finance-related HR administration by ensuring timely and accurate communication about employee changes, new hires, departures, leaves, benefit changes, and other relevant information;
- Coordinate onboarding for new staff in collaboration with managers
- Maintain required staff training records and compliance documentation, including mandatory training, policy sign-offs, and other employment-related requirements;
- Respond to routine HR administration inquiries from staff and managers in a respectful, timely, and consistent manner, escalating complex matters to the Executive Director or Director of Finance and Administration;
- Assist with the development and improvement of HR systems, workflows, filing structures, templates, and administrative practices to strengthen consistency, accountability, and ease of access;
- Participate as a member of the management/administrative team and contribute to organizational planning, policy implementation, quality improvement, and cross-

- functional projects as required;
- Maintain awareness of legislative, policy, and sector developments related to human resources administration and recommend updates to practices, templates, or procedures as needed;
- Undertake other related duties consistent with the position, as assigned by the Executive Leadership Team

Working Conditions

- On site Monday – Friday with some after business hours, weekend and on-call work as required.
- Office location within our short-term residential Crisis Centre
- Some remote work may be required.
- We are particularly interested in hearing from individuals who represent the cultural diversity of Toronto, including Black and Indigenous, LGBTQI2S+ individuals and those with lived experience of the mental health system.

Gerstein Crisis Centre is committed to equity in employment and to upholding the Ontario Human Rights Code (OHRC) and the Accessibility for Ontarians with Disabilities Act 2005 (AODA) in all its practices and policies. We will provide reasonable accommodation to applicants with disabilities at all stages of the hiring process. If you are a person who requires accommodation under the OHRC or AODA during the hiring process, please request in writing to admin@gersteincentre.org.