

October 2026



JOB POSTING

Human Resources Generalist

Burnaby Neighbourhood House (BNH) is a charitable, non-profit organization and volunteer-driven, community-funded agency with a unique focus on Neighbours supporting Neighbours. Located on the traditional, unceded territories of the Coast Salish Nations.

We work alongside our communities to develop responsive programs and services that meet the changing needs of Burnaby's diverse population. Our programs support children, youth, families, newcomers, seniors and community members across Burnaby and are grounded in our values of Care, Connect, Engage and Belong.

We are looking for an experienced and approachable Human Resources Generalist to join our team and help strengthen the people practices that support our employees and the communities we serve.

The Opportunity:

Reporting to CEO and working closely with the Operations and Finance team, the HR Generalist provides practical, responsive and people-focused HR support across the organization.

This is a hands-on generalist position supporting the full employee lifecycle, with a particular focus on employee relations, performance management, workplace investigations, attendance and leave management, recruitment, policy development and legislative compliance.

The successful candidate will be a trusted resource to leaders and employees and will bring sound judgment, discretion and a collaborative approach to workplace matters. This role is well suited to an HR professional who enjoys balancing day-to-day employee support with opportunities to strengthen HR processes and practices across a diverse, community-based organization.

General Duties and Responsibilities:

Employee Relations & Leader Support

- Provide day-to-day HR advice, coaching and guidance to leaders on employee relations matters, including performance, attendance, workplace conduct, conflict resolution and employee concerns.
- Support leaders through performance management and progressive discipline processes, including preparing appropriate documentation and ensuring fair and consistent practices.
- Conduct or support fair, thorough and confidential workplace investigations involving employee complaints, respectful workplace concerns, harassment and other workplace matters.
- Provide guidance to employees regarding HR policies, workplace expectations and available supports.
- Support the resolution of workplace concerns using a respectful, practical and solutions-focused approach.

- Provide guidance on employee departures, including resignations, terminations, offboarding and exit processes.

Attendance, Leaves & Accommodations

- Support leaders and employees with attendance management, medical and non-medical leaves, workplace accommodations and return-to-work planning.
- Coordinate workplace accommodation processes in accordance with applicable human rights obligations and organizational policies.
- Support WorkSafe BC claims, return-to-work planning and related documentation.
- Maintain appropriate communication, documentation and follow-up throughout leave and accommodation processes.

Recruitment & Employee Lifecycle

- Support full-cycle recruitment for positions across the organization, including developing job postings, screening candidates, interviewing, reference checking and preparing employment documentation.
- Partner with hiring leaders to support fair, inclusive and effective recruitment and selection practices.
- Support employee onboarding, orientation and probationary processes.
- Support employee transfers, promotions, employment changes and offboarding.
- Identify opportunities to improve the candidate and employee experience throughout the employment lifecycle.

HR Policies, Practices & Compliance

- Support the development, review and implementation of HR policies, procedures, guidelines and employee resources.
- Provide guidance on the application and interpretation of HR policies and employment practices.
- Help ensure organizational practices comply with applicable British Columbia employment standards, human rights, occupational health and safety, privacy and other employment-related legislation.
- Monitor changes in employment legislation and HR best practices and recommend updates where appropriate.
- Support consistent HR practices across BNH programs and locations.

Health, Safety & Workplace Well-Being

- Support occupational health and safety programs, practices and committee activities.
- Assist with workplace incident follow-up, WorkSafe BC requirements and organizational health and safety initiatives.
- Contribute to initiatives that support employee wellness, psychological safety and a respectful workplace.

HR Operations & Reporting

- Maintain accurate, complete and confidential employee documentation and HR records.
- Work collaboratively with Operations and Payroll to ensure employee changes are communicated and processed accurately.



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- Support benefits administration and respond to employee questions regarding HR programs and processes.
- Prepare HR reports and track information related to areas such as recruitment, turnover, leaves, attendance and other workforce trends.
- Identify opportunities to streamline HR processes, improve documentation and strengthen HR service delivery.
- Support HR projects and organizational initiatives as required.

Learning, Engagement & Organizational Culture

- Support employee training and development initiatives, including respectful workplace, performance management, health and safety and leader education.
- Contribute to employee engagement, recognition and retention initiatives.
- Support organizational initiatives that advance equity, diversity, inclusion and belonging.
- Help foster a workplace culture aligned with BNH's values of Care, Connect, Engage and Belong.

Qualifications:

- Post-secondary degree, diploma or certificate in Human Resources, Business Administration or a related field.
- Approximately 3-5 years of progressive human resources experience, preferably in a generalist or advisory capacity.
- Demonstrated experience providing employee relations and performance management guidance to leaders.
- Experience supporting workplace investigations, corrective action and sensitive employee matters.
- Working knowledge of British Columbia employment legislation, including the Employment Standards Act, Human Rights Code and Workers Compensation Act/occupational health and safety requirements.
- Experience supporting accommodations, leaves and return-to-work processes.
- Experience with recruitment and the employee lifecycle.
- Strong written communication skills and the ability to prepare clear, professional and appropriately documented HR correspondence.
- Strong interpersonal, coaching, conflict-resolution and problem-solving skills.
- Demonstrated ability to exercise sound judgment and maintain confidentiality when handling sensitive information.
- Strong organizational skills with the ability to manage competing priorities in a busy and evolving environment.
- Ability to work independently while collaborating effectively with leaders, employees and colleagues across the organization.

- Proficiency with Microsoft Office and experience working with HR, payroll or employee information systems.

Assets

- CPHR designation or progress toward the designation.
- Experience working in a non-profit, community-based or social services organization.

What You Can Expect

- At Burnaby Neighbourhood House, you will have an opportunity to contribute to an organization whose work directly supports the Burnaby community.
- This role offers broad exposure across the HR function and the opportunity to build trusted relationships with leaders and employees, improve HR practices and contribute to a respectful, inclusive and people-focused workplace.
- BNH offers a competitive salary, extended health benefits and opportunities for professional learning and development.

Location: BNH South House – 4460 Beresford Street, Burnaby

Accountability: This position reports to the CEO.

Hours & Pay Rate: The salary range for this position is \$70,000-\$80,000 annually, based on a 35-hour work week. Placement within the range will be based on the successful candidate's relevant experience, education, qualifications and demonstrated HR expertise.

Start Date: As soon as possible.

Deadline: Until the position is filled.

To apply please Email resume and cover letter to:

Please submit your resume and cover letter outlining your interest and relevant experience to simoneg@burnabynh.ca

We thank all applicants for their interest. Only candidates selected for an interview will be contacted. No phone calls, please.

Burnaby Neighbourhood House values the diversity of the communities we serve and is committed to creating an inclusive and welcoming workplace. We encourage applications from qualified candidates with diverse backgrounds, identities, experiences and perspectives.