

Human Resources Business Partner (HRBP)

Impact Statement

As key members of the People & Culture team, the Human Resources Business Partners (HRBPs) play a critical dual role as both a strategic advisor and hands-on practitioner, supporting MSF Canada's domestic workforce.

In this mission-driven environment, HRBPs are deeply embedded within their portfolios and are responsible for end-to-end people management support, including employee relations, performance, workplace accommodation, and attendance management, and organizational effectiveness.

The HRBPs work closely with people leaders and employees to proactively address people challenges, mitigate organizational risk, and strengthen leadership capability, while also managing complex and sensitive employee cases with professionalism, integrity, and care. By combining operational excellence with strategic insight, the HRBPs ensures that MSF Canada has an engaged, supported, and high-performing workforce aligned with its social mission and values of humanity, integrity, and results.

Key Responsibilities

1. Employee relations & case management (core accountability)

- Own and manage employee relations matters end-to-end, including conflict resolution, investigations outside of the responsible behavior investigations, such as employee relations matters and conflict resolution, disciplinary matters, performance improvement processes, and terminations
- Manage the full employee relations lifecycle, including conflict resolution, workplace investigations, disciplinary matters, performance improvement processes, and terminations.
- Serve as a trusted and accessible point of contact for employees and managers on workplace concerns
- Maintain responsibility for case triage, documentation, tracking, and resolution, ensuring consistency and compliance
- Provide sound, balanced guidance that reflects organizational values, employment legislation, and risk considerations
- Identify trends in employee relations issues and proactively recommend solutions

2. HR advisory & employee support

- Act as a strategic and operational partner to people leaders, providing guidance on all people-related matters
- Build leadership capability in managing teams with empathy, accountability, and inclusion
- Maintain a visible presence across the organization, building trust with employees and encouraging early issue resolution
- Provide coaching to both managers and employees on workplace challenges and team dynamics
- Ensure equity, diversity and inclusion (EDI) lens is applied across all HR practices

3. Performance management

- Lead and oversee the full performance management lifecycle, including goal setting, feedback, performance reviews, and development planning

- Coach and support managers through performance improvement plans (PIPs) and complex performance issues
- Guide managers through performance-related terminations, ensuring fairness, consistency, and legal compliance
- Promote a culture of accountability, feedback, and continuous development
- Support calibration discussions and consistent performance practices across departments

4. Attendance, absenteeism & leave management

- Manage leave management cases end-to-end, including sick leave, STD/LTD, and return-to-work processes
- Lead the development and implementation of accommodation and modified work plans
- Partner with internal stakeholders and external providers (e.g., Sun Life, RBC) to support effective case resolution
- Support people leaders in addressing attendance and absenteeism trends and concerns
- Ensure compliance with legislative requirements and organizational policies

6. Workforce planning & organizational effectiveness

- Support workforce planning, role design, and organizational structure discussions
- Partner with leaders to align team capabilities with evolving organizational needs
- Contribute insights on workforce trends, risks, and opportunities within assigned portfolios

7. Recruitment & talent lifecycle support

- Collaborate with hiring managers and Talent Acquisition on recruitment planning and processes as needed
- Participate in recruitment activities, including interviews and selection discussions as needed
- Support onboarding and probationary review
- Contribute to employee development and retention strategies

8. Health, safety & wellbeing

- Play an active role in workplace health and safety, including supporting incident response, follow-up, and case management
- Partner with managers on psychological health, workplace accommodation, and wellbeing initiatives
- Ensure HR considerations are integrated into health and safety practices and compliance requirements

Job-Specific Competencies

- **Employee relations & risk management**
 - Strong expertise in managing complex employee relations cases independently
 - Skilled in conducting investigations, managing conflict resolution, and navigating sensitive workplace situations
 - Ability to balance employee experience, organizational risk, and legal compliance
- **Case & workload management**
 - Ability to manage a diverse and active caseload with competing priorities
 - Strong documentation, organization, and follow-through
- **Coaching & influencing**
 - Proven ability to coach managers through difficult decisions and conversations
 - Builds trust and credibility across all levels of the organization
- **Operational & strategic agility**
 - Comfortable operating in a hands-on environment, balancing administrative, operational, and strategic work
 - Ability to identify patterns and translate them into actionable recommendations

MSF Transversal Core Competencies

- **Commitment to MSF's principles;** *Proficiency Level 1:* Demonstrates basic knowledge of MSF's mission, principles, and medical ethics
- **Cross-cultural awareness;** *Proficiency Level 3:* Demonstrates cultural adaptability and works effectively within diverse teams, in line with MSF's values and local codes of conduct.
- **Service orientation;** *Proficiency Level 3:* Identifies and responds to clients' underlying needs proactively, ensuring service that adds genuine value.
- **Teamwork and cooperation;** *Proficiency Level 3:* Builds team cohesion by valuing input, fostering shared ownership of goals, and involving the team in decisions that affect them.
- **Leadership;** *Proficiency Level 3:* Builds persuasive, well-supported arguments and adapts communication strategies to influence others effectively.
- **Results and quality orientation;** *Proficiency Level 3:* Demonstrates a continuous improvement mindset, proactively identifying ways to increase efficiency and learning.

Knowledge and Experience

- Significant experience in an HR Generalist or HRBP role with strong employee relations focus
- Demonstrated expertise in:
 - understanding of equity, diversity, and inclusion principles, with experience applying them in HR practices such as recruitment, employee relations, or policy development
 - employee relations and investigations
 - performance management (including terminations and Performance Improvement Plans)
 - supporting managers and employees through workplace accommodations, and absence management
 - cultural intelligence and values-driven judgment, with the ability to navigate diverse perspectives and model inclusive, respectful behaviours.
 - comfortable working with people data and workforce insights to inform decisions and advise leaders.
- Resolving workplace conflicts and coaching employees and teams Demonstratable knowledge of employment legislation, including:
 - Employment Standards legislation
 - Ontario Human Rights Code / Quebec Charter of Human Rights and Freedoms
 - Occupational Health & Safety
 - Pay Equity
 - Workplace Safety (WSIB/CNESST)
- Experience liaising with benefits providers and managing short- and long-term disability cases
- Proven ability to work effectively in a complex, mission-driven organization
- Sound judgment, discretion, and the ability to navigate sensitive situations with care
- Experience in an international non-profit organization, is an asset

Education, Certifications, and Languages

- Education (or theoretical training) in Human Resources, Organizational Development, Business Administration, or an equivalent combination of training, skills and practical experience
- HR related certification (e.g., CPHR, CHRL) is welcome but not required
- Fluency in verbal and written English
- Fluency in verbal and written French is a strong asset, and a requirement for one of the two HRBP roles.

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m.) Eastern Time,

- Flexible work hours and hybrid work model (minimum 2 days in office per week in either the Toronto or Montreal office)
- The office environment is open concept, and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor
- Work requires long hours in front of a computer/laptop screen

Job Information

Position level: Individual Contributor

Department: Human Resources / People and Culture

Reporting to: Senior Manager, People and Culture

Position status: Permanent

Activity rate: 100 % (37.5 hours per week)

Location: Toronto or Montreal

Salary Grade: Level 15, Step 1 on the MSF Canada Salary Grid (non-negotiable)

Status: Must be legally authorized to work in Canada; MSF Canada is not in the position to support a work permit process for any applicant outside of Canada.

Benefits: Starting 4 weeks' vacation/year, flexible work hours, Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no employee contribution required), annual professional development budget, Employee and Family Assistance Program (EFAP), internal psycho-social resources, and a positive and innovative office culture grounded in our core values of humanity, integrity, and results.