



## Competency Profile for Human Resources – Coordinator

### ADAPTABILITY

Adapting in order to work effectively in ambiguous or changing situations, and with diverse individuals and groups.

#### **Level 2: Adapts to situations.**

- Changes own behaviour or approach to suit the situation.
- Adjusts rules or procedures, based on the situation, while remaining guided by the organization's values.
- Adapts behaviour to perform effectively under changing or unclear conditions.

### CLIENT FOCUS

Providing service excellence to internal and/or external clients, addressing immediate and evolving client needs.

#### **Level 1: Responds to immediate client needs.**

- Responds to client needs in a timely, professional, helpful and courteous manner.
- Shows clients that their perspectives are valued.
- Strives to meet service standards in all circumstances.

### EXEMPLIFYING INTEGRITY

Treating others fairly, honestly and respectfully, furthering the integrity of the organization and its relationships of trust within the work environment and in the broader community.

#### **Level 1: Acts in fair and ethical manner toward others.**

- Treats everyone equally with fairness, honesty and respect all the time.
- Refrains from behaviour or language that is exclusionary or offensive.
- Focuses on organizational success rather than personal gain.
- Follows through consistently on promises and commitments made to others.
- Presents facts and circumstances transparently, no matter how difficult the facts may be.
- Guards confidential and sensitive information, passing it on only to those that need to know.
- Maintains ethical principles even in the most challenging circumstances.

## HUMAN RESOURCES MANAGEMENT

Understanding and applying human resources management (HRM) practices, policies and principles to enable performance excellence and ensure a safe and healthy workplace

**Level 2: Demonstrates working-level knowledge and ability, and applies the competency, with guidance, in common situations that present limited difficulties.**

- Demonstrates basic knowledge of HRM issues (e.g., fundamental staffing practices).
- Provides basic HRM information to others.
- Conducts components of straightforward HRM activities (e.g., develops a statement of qualifications).

## COMMUNICATION

Communicating clearly and respectfully with different audiences, both orally and in writing

**Level 1: Presents information clearly.**

- Listens and pays attention actively and objectively.
- Presents information and facts in a logical manner, using appropriate phrasing and vocabulary in all applicable formats (e.g., email and other written documents, telephone, presentations).
- Shares information when requested.
- Communicates messages to others with respect.
- Writes brief, factual material (e.g., emails, standard letters, notes), using correct grammar, spelling and punctuation.

## DECISION MAKING

Applying critical thinking, good business sense and organizational values to make decisions involving varying levels of risk and ambiguity

**Level 1: Makes decisions based solely on guidelines and policies.**

- Applies explicit guidelines and procedures in making decisions.
- Makes straightforward decisions based on comprehensive information.
- Deals with exceptions using clearly specified rules.
- Seeks guidance as needed when the situation is unclear.
- Makes a decision with no risk where information is available and controls are in place.

## INITIATIVE

Dealing with situations and issues proactively and persistently, seizing opportunities that arise

### **Level 2: Addresses current issues.**

- Acts on issues in own area of responsibility instead of waiting or hoping the problem will solve itself.
- Tries various approaches and solutions to resolve a problem.
- Persists when significant difficulties arise.

## ATTENTION TO DETAIL

Working in a conscientious, consistent and thorough manner to ensure accuracy and the quality of work products and services delivered

### **Level 2: Recognizes less obvious information.**

- Verifies assumptions and information before accepting them.
- Seeks out others to check or review own work.
- Reviews all relevant information or aspects of a situation before taking action or making a decision.

## PLANNING AND ORGANIZING

Making and following plans and allocating resources effectively to reach goals that are central to organizational success

### **Level 2: Plans and organizes group activities.**

- Identifies who needs to be involved and when.
- Identifies who will do what, when, taking into account group members' skills, needs and, if possible, preferences.
- Sets timelines and work steps.
- Monitors progress and use of resources (e.g., people, supplies, money).
- Makes needed adjustments to timelines, steps and resource allocation.
- Plans the accomplishment of next steps.