

## **HEABC Internship Program Description**

### ***Career Prospects***

The Health Employers Association of BC's (HEABC's) Industrial Relations 12-month, paid internship program provides hands-on, meaningful work experiences and face-to-face opportunities to prepare you for a career as:

- Labour Relations Officer/Advisor
- Industry Lead
- Mediator/Arbitrator
- Negotiator

### ***Scope of Work***

As an HEABC intern, your work may include:

#### **Managing conflicts & issues**

- Gain practical experience in conflict resolution and client servicing.
- Prepare options and proposals for the resolution of disputed issues and grievances.
- Prepare and present research that reflects an understanding of relevant employment legislation and how it relates to or affects current issues.

#### **Mediating & negotiating**

- Work on grievance administration, negotiations and LR research.
- Prepare and assist in the presentation of cases before the Grievance Settlement Board and other resolution forums.
- Participate in collective agreement negotiations.

#### **Consulting & advising clients**

- Investigate complaints and provide collective agreement interpretations/advice to HR professionals and managers.
- Assist with the development of interpretive member updates and practical guides.

#### **Training & development**

- Assist in the development and delivery of LR training programs for members.

## **I. About HEABC**

HEABC is an employer association that represents a diverse group of more than 230 publicly funded health care employers. This includes faith-based, proprietary and non-profit affiliate organizations, as well as the province's six health authorities. Our members range in size from organizations with fewer than 25 employees to large, regional health authorities with thousands of employees.

HEABC is the accredited bargaining agent for most publicly funded health employers in the province. We negotiate six major provincial collective agreements covering more than 170,000 unionized health care employees. These include nurses, health science professionals, medical residents and support workers in both facility and community settings.

HEABC takes a provincial leadership role in strategic planning related to human resources (HR) and labour relations (LR) issues management for BC's publicly funded health employers. Through collective bargaining and other industry initiatives, HEABC endeavors to build constructive and collaborative relationships with members, government, employees and unions, while continuing to adapt to the evolving needs of its membership.

During the HEABC placement, interns may have the opportunity to:

- Represent employers in collective bargaining
- Represent employers at conciliations, mediations, arbitrations and other panels
- Work cooperatively with all six bargaining units covering the Community and Facilities subsectors, Health Science Professionals, Ambulance Paramedics and Ambulance Dispatchers Subsector, and Nurses sectors and Resident Physicians.
- Interpret provisions of the collective agreements, employment policies and legislation
- Work with management, employees and union representation on grievance administration
- Provide HR & LR advice to member organizations
- Develop critical techniques and strategies to build and maintain effective labour relations

## **2. About Health Authorities in BC**

British Columbia has five regional health authorities, one provincial health authority that provides highly specialized health services and the First Nations Health Authority (FNHA).

The five regional health authorities include:

- Fraser Health – covering the Fraser Valley and the eastern Lower Mainland municipalities of Burnaby, Coquitlam, Port Coquitlam, New Westminister, Port Moody, Surrey, Maple Ridge, Pitt Meadows and Delta.
- Interior Health – covering the Okanagan and south-eastern interior regions of BC with their central offices located in Kelowna.
- Island Health – covering Vancouver Island with their central offices located in Victoria.

- Northern Health – covering the northern regions of BC with their central offices located in Prince George.
- Vancouver Coastal Health – covering the western Lower Mainland regions of Vancouver, North Vancouver and Richmond as well as the southern and northern coastal regions. Their central offices are located in Vancouver.
- The Provincial Health Services Authority – has a corporate office located in Vancouver and several agencies with sites located throughout the province. These include:
  - BC Cancer Agency
  - BC Centre for Disease Control
  - BC Children’s Hospital and Sunny Hill Health Centre for Children
  - BC Emergency Health Services
  - BC Mental Health & Substance Abuse Services
  - BC Renal Agency
  - BC Transplant
  - BC Women’s Hospital and Health Centre
  - Cardiac Services BC
  - Perinatal Services BC
- The FNHA is responsible for the planning, management, service delivery and funding of health programs for First Nations in BC. The FNHA is not an HEABC member.

The regional health authorities employ tens of thousands of unionized health care workers. Their HR departments are well-resourced and segmented by function typically including:

- Employee HR & LR
- Recruitment & retention
- Compensation & benefits
- Learning & organizational/leadership development
- Staffing

Health authorities’ deal with a breadth of issues given the sheer size of their employee base. Interns will be exposed to a variety of HR & LR issues while working with HEABC Health Authority member organizations. Some of the challenges unique to the health authorities include:

- Moving employees between sites with different certifications;
- Issues that arise when employees work at more than one site within one health authority or between health authorities;
- Recruiting and retaining employees in rural and remote locations.

### **3. About Affiliate Employers**

Affiliate member organizations work within BC’s regional health authorities to provide services related to adult day care, assisted living, child development, mental health, addictions support, home support and long-term care. Providence Health Care is one of the largest faith-based

organizations in Canada and HEABC's largest affiliate member organization, operating 18 facilities in Vancouver.

Affiliate employers are not resourced to the same degree as health authorities. Typically, issues are the responsibility of the Executive Director, who is often the only management employee in the facility. As such, interns working with HEABC affiliate members may be exposed to a wider spectrum of potential HR/LR issues and unique challenges that smaller employers face both at the workplace level and as part of the larger system in which they are subject to the same provincial collective agreements as the larger (and considerably better resourced) health authorities.

### ***Required Skills & Abilities***

Candidates must possess specialized knowledge and will demonstrate a variety of skills and abilities including:

- **Conflict resolution:** to help employees, managers, HR professionals and bargaining agents work towards joint problem-solving.
- **Mediation:** to settle disagreements or disputes while maintaining open communication and ensuring all interested are heard.
- **Awareness of legislative framework:** to interpret and apply legislation, collective agreements and policies, procedures and guidelines.
- **Research and analytical skills:** to develop options, make recommendations and provide advice to members on grievance management and collective agreement entitlements.
- **Teamwork skills:** to work cooperatively and collaboratively within a team to achieve group and organizational goals.
- **Customer service:** to identify client needs in providing excellent services, while supporting the organization's goals and objectives.
- **Communication skills:** to effectively write and orally present information in a clear, concise and accurate manner.
- **Problem solving skills:** to understand a situation and work towards a solution.
- **Professional judgement:** to demonstrate good judgement and relating professional knowledge (technical, theoretical, experiential) to specific problems.
- **Work management:** to accomplish tasks, manage workload and apply time management skills to meet deadlines.
- **Knowledge of industrial/labour relations:** and the relationships between unions, management, government, or between employers and non-represented employees.

## ***Compensation***

Hourly compensation rates are noted on our job postings.

HEABC will cover all reasonable business-related expenses in accordance with our policies.

Please note: successful candidates will be required to pay their own relocation and accommodation expenses. This includes, but is not limited to, travel costs associated with travelling to Vancouver for the first placement and to and from subsequent placements.

## ***How to Apply***

For more information, including application instructions and FAQs, visit [heabc.bc.ca/internships](http://heabc.bc.ca/internships)