



Workplace Well-being and Performance Practitioner

Job Description Template

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Preamble

The following is a high-level description outlining the role of a Workplace Well-being and Performance practitioner. It is meant to provide guidance in the development of job postings and job descriptions. Please note, that it will require customization to meet the unique needs of the role required in your organization.

The Role

The main objective of a Workplace Well-being and Performance Practitioner is to facilitate a culture where people and business thrive. They are a strategic partner that works collaboratively with all stakeholders to prevent harm, manage risk, and promote a positive, healthy, safe, and productive work environment. They do this by dovetailing business unit strategies with people's needs. They take a systems approach by assessing stakeholder priorities and employee needs to ensure that the workplace benefits, training, policies, daily practices, values, programs, and all drivers of culture are measurably positioned to achieve the best possible solutions for all. Finally, they empower leaders with the skills they need to support people to thrive within their teams and departments.

Reporting

The practitioner acts as a consultant to senior leadership – a vice president, executive director, CEO, owner, or similar level to support a thriving, and high-performing work culture. They are a key stakeholder to support all major business functions.

Responsibilities

- Paint a clear integrated picture of people metrics and analytics to identify strategies with stakeholders on how to measurably support employee needs in alignment with the organization's vision, mission, values and overall purpose and strategic objectives
- Advise and consult with stakeholders and leadership teams on matters related to culture and well-being
- Positively influence the key drivers of culture with stakeholders. This may include but is not limited to, policies, daily practices, workplace benefits, training, values (team and/or organization), programs, work design and more
- Bring the organization's purpose to life in a way that aligns with stakeholder values as the way for all important decisions, goals, and activities
- Align employee experience with customer/client/partner experience
- Improve operational effectiveness and efficiency by fostering psychological safety and trust throughout the organization
- Help to establish a positive image of the organization through alignment of ESG, CSR, EDI, overall business practices in alignment with stakeholder values
- Ensure that leaders have the skills they need to support psychological health and safety in alignment with the Psychological Health and Safety Standards
- Promote innovation with a culture of learning, growth, and development
- Empower and create accountability with all stakeholders (especially people leaders) to foster a culture where people can thrive
- Create and facilitate an inspired workforce that is intrinsically motivated, healthy, positive, and productive
- Help to reduce the cost of lost time by reducing absenteeism, presenteeism, discretionary effort, short- and long-term disability claims, disengagement and more
- Support the overall well-being of employees and the organization
- Proactively partner with leaders to identify people issues or organizational design challenges and provide advice and expertise to help develop creative solutions
- Champion people and culture initiatives through consultation, facilitation, and coaching
- Help to authentically position the organization as an employer of choice
- Authentically role model collaboration, shared leadership, inclusion, and a coaching orientation in all interactions
- Advise and support risk management and effective governance by not only maintaining compliance with policies, procedures, and controls but by facilitating a healthy, high-performing work culture

Why the Role Matters

- It is integral to the overall health and performance of the organization

What a Workplace Well-being and Performance Practitioner Brings

- 5 years or more of related experience OR
- Related university degree and a minimum of 3 years of experience OR
- Related post-graduate diploma and 4 years of experience OR
- A Workplace Health and Performance Practitioner Certification is an asset
- Experience serving in a formal organizational well-being/workplace health promotion role, human resources and/or being a member of/or chairing a worksite health and wellness committee
- Strong relationship building skills
- Systems thinking
- Analysis, evaluation, and reporting skills
- Strong communication skills (both oral and written)
- Ability to manage competing priorities
- Ability to build and effectively manage interpersonal relationships at all levels of an organization
- Knowledge of workplace health promotion, total worker health, psychological health and safety, human resources, culture, human resources management and organizational performance



A workplace well-being performance practitioner should possess the following behavioural competencies:

- **Communication:** Effective communication skills to build relationships with stakeholders, convey complex information in a clear and concise manner and provide feedback in a constructive manner.
- **Interpersonal skills:** Ability to work effectively with diverse groups of people, build rapport, and develop positive relationships. Empathy: Understanding of the needs, feelings and perspectives of others and the ability to respond appropriately.
- **Adaptability:** Ability to adjust to changing situations and respond positively to new challenges.
- **Problem solving:** Ability to analyze complex situations and develop effective solutions.
- **Leadership:** Ability to inspire, motivate and guide others towards common goals and objectives.
- **Organizational skills:** Ability to prioritize tasks, manage time and resources effectively and meet deadlines.
- **Continuous improvement:** Willingness to continuously learn and improve oneself and to promote ongoing improvement within the organization.
- **Ethical conduct:** Ability to act with integrity, professionalism and ethical behaviour, and to maintain confidentiality.
- **Customer focus:** Ability to understand and respond to the needs of internal and external customers.



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