

People & Culture Coordinator

Work unit	Support Services
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 5
Reports to	Manager – People & Culture
Supervisory responsibilities	Nil
Budget Management	Nil
Duration	Fixed term until 30 June 2020
Probationary period	6 months from date of appointment
Based at	Lismore, with requirement for travel
Position description created	May 2019
Approved by	CFO
Review date	May 2020

Our Values

Integrity – Learning – Inclusion

Position Summary

The People and Culture team acts as an internal consultancy provider in relation to the following key areas:

- Industrial relations
- Workforce planning/establishments
- Recruitment and selection
- Induction and probation
- Performance management/managing underperformance
- Employee lifecycle management
- Wellbeing and employee assistance
- Work, health and safety and injury management
- HR related projects in line with strategic priorities and objectives
- Learning and Development.

This is a key relationship position in the team providing quality, high volume HR information, advice and support to Managers, Team Leaders and employees across a range of strategic and operational People & Culture initiatives to create high levels of employee engagement, performance and wellbeing. Social Futures recognises that people are our most valuable assets and promotes a culture of safety and wellbeing.

The position will need a broad understanding of all functions to ensure support can be provided however the focus will be on positively influencing, advising and actioning various facets of people and culture activity including recruitment, leadership, retention, culture, workforce safety and wellbeing, performance and capability.

Key Relationships

Who	Why
CEO & Executive	To provide Organisation with operational HR leadership and advice
Program Managers & Team Leaders	Guide and develop Leadership to promote continual HR support within programs while ensuring compliance requirements are met
Broader Social Futures Team	Provide active, contributing HR leadership, modelling the values of the role and organisation
External stakeholders	Develop and promote relationships with external providers of HR services and support

Essential Selection Criteria

1.	Tertiary qualifications in Human Resource Management or related discipline
2.	Demonstrated communication, interpersonal and negotiation skills, which have successfully built relationships, driven staff engagement and positive culture
3.	Knowledge and application of best practice principals and practice in recruitment, engagement, WHS, performance management and staff retention
4.	Able to work independently and deliver to agreed deadlines with a results driven approach
5.	Sound knowledge and application of various Awards and Acts relevant to human resources
6.	Demonstrated attention to detail, time management, planning and evaluation skills with capacity to prioritise and manage own workload in a rapidly changing environment
7.	Demonstrated proficiency in the core Microsoft Office suite of programs, HRIS platforms and the ability to adapt to a wide range of special purpose software.

Key Responsibilities and Duties

Key Responsibilities	Focus Areas
<u>Operational Planning</u> Level D – Medium term resource planning affecting others	<ul style="list-style-type: none"> Active participation in development of HR strategic and operational planning Provide human resource (HR) & WHS support and advice and implement processes and systems to meet goals Develop and implement effective plans and strategies to attract, recruit, induct and staff Ensure excellent workplace conditions for our staff that promote health, safety and wellbeing

Key Responsibilities	Focus Areas
	<ul style="list-style-type: none"> • Oversee the student and volunteer strategy • Provide effective change management support • Support implementation of new HR programs and systems of work. • To perform any additional duties as required to support the projects and / or the objectives of Social Futures.
<p><u>Autonomy & Decision Making</u></p> <p>Level D – Autonomous decisions based upon existing policy and procedures</p>	<ul style="list-style-type: none"> • Contribute to organisational management including participation in P & C and Support Services team decision making and planning • Autonomously provide decisions to situations utilizing knowledge and referral to technical experts where required
<p><u>Leadership & Work Co-ordination</u></p> <p>Level C – Leadership required for problems within work area</p>	<ul style="list-style-type: none"> • Actively work to build a strong organisational culture characterised by connectedness, consistency and accountability • Support leaders with human resource planning and development processes such as: <ul style="list-style-type: none"> • Performance management • Regular supervision (including staff work planning) • Staff appraisals • Crisis debriefing support for staff as required • Team building and change management • Implementing well-being strategies • Suitable training & development programs • Support all staff to be aware of and comply with all legislative and organisational policies, procedures and management directives • Attend regular team meetings to develop strong practice in service delivery and share information and knowledge • Assist to build and develop a solutions-focused, strengths based team culture working to the principles of the Social Futures Practice Framework
<p><u>Communication & Contribution</u></p> <p><u>Verbal Communication</u></p> <p>Level C – Respond to complex enquiries</p> <p><u>Non-Verbal Communication</u></p>	<ul style="list-style-type: none"> • Provide monthly written reports outlining activities / project status for the period • Attend relevant meetings including: Team meetings, supervision and performance reviews • Work proactively to resolve complaints, grievances, concerns or conflict in a positive manner • Participate in promoting the organisation based on the values, purpose and ethics of the organisation • Regularly seek, respond to, and be open to learn from feedback and suggestions for improvement • Participate in approved training and staff development opportunities

Key Responsibilities	Focus Areas
Level D – Standard reporting and submissions with original content	
<p>Technical & Compliance</p> <p>Level D – Technical skills with research and analysis for continual improvement</p>	<ul style="list-style-type: none"> • Assist develop and review robust HR policies and procedures that are compliant with legislation and support the values and culture of the organisation • Assist Identify and manage human resource related risks • Seek and obtain stakeholder feedback on activities and projects and incorporate feedback into future activities. • Oversee quality onboarding documentation, compliance to legislative and policy requirements and processes • Oversee the student and volunteer strategy • Provide effective change management support • Assist implementation of new HR & WHS programs and systems of work. • Investigate, manage and follow up on all complaints, grievances and incidents • Demonstrate commitment to and promotion of a culture of service excellence and continual improvement • Be flexible and able to work in various areas of the organisation, using knowledge and skills across the organisation where required

Competencies, Skills and Attributes

Technical Requirements

	Minimum Education Level	Experience
1.	Certificate IV	Minimum 5 years
3.	Current National Police Check	
4.	Current Working with Children Check	
5.	Current valid Driver License	

Experience and Knowledge

1.	Highly proficient in the use of a HRIS and other platforms
2.	Demonstrates knowledge of equal employment legislation, national employment standards, Workplace Health and Safety legislation and Awards.

3.	Ability to motivate a team whilst delegating and coordinating staff work activities
4.	Ability to incorporate and apply best practice people and culture strategy and initiatives
5.	Experience with culture change, safety and wellbeing, leadership development, diversity, and process improvement
6.	Ability to create, review and implement policies and procedures
7.	Demonstrated awareness and sensitivity to diversity issues and recognises own triggers, biases, beliefs and does not allow them to interfere with job performance
8.	Excellent oral and written communications skills with the ability to convey complex technical solutions in plain English
9.	Ability to provide administrative HR support & analytical information through the coordination of HR monthly reports
10.	Experience in engaging with senior leaders to quickly build credibility, and where necessary, constructively influence to achieve desired outcomes
11.	Working within quality management framework

Attributes and Values

1.	Engages in reflective practice with a view to improve performance
2.	Demonstrates behaviours that treat others with respect, care and compassion
3.	Promotes team work and a collaborative work environment, motivates and inspires people to follow
4.	Solution focused approach to problems and ability to think outside the box
5.	High level of emotional intelligence
6.	Recognises the value in people's different opinions, lifestyles and approaches and the learning opportunity it presents
7.	Exercises initiative and the ability to learn from others in the organisation and share knowledge and learnings
8.	Proven history of following up commitments with action, ability to shift priorities, and work to deadlines
9.	Positive, contemporary attitude towards diversity, including Aboriginal, CALD and LGBTIQ communities and people living with disability.
10.	Actively embraces and paves the way for change
11.	Remains calm in the face of ambiguity and complexity

Compliance

1.	Understands and complies with company policies and procedures
2.	Willingness and desire to comply with health and safety policy and procedure to ensure safety of self and others
3.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions
4.	Maintains appropriate boundaries in all interactions with children, young people, families and staff according to Social Futures Code of Conduct, policies and procedures
5.	Demonstrates knowledge of applicable regulatory requirements governing HR

Mandatory Requirements

Current National Police Check	Current Working with Children Check	Current Driver License
--------------------------------------	--------------------------------------------	-------------------------------