

## Position Description

Position Title	Senior People & Culture Advisor – Disability Services
Position Reports to	Executive Manager People & Culture
Position Leads	P&C Advisor DS, P&C Administrator
Location	29 Learmonth St, Alfredton.
Employment Type	Full Time, ongoing
Last Updated	May 2023

### Why are we here?

**Purpose:** We partner with our customers to create their best life

**Our Vision:** To fulfil the unmet support needs of our community and enrich lives every day.

### How do we do this?



### What is your purpose?

The Senior People & Culture Advisor (SPCA) is responsible for partnering, coaching and supporting managers and employees to successfully and efficiently achieve best practice business and people outcomes for our Disability Services Businesses. The SPCA will establish trusted and influential relationships with managers and employees at all levels, providing expert HR consultation and advice, translating program / business strategies into HR objectives.

The role has a senior HR generalist focus, managing people-related activities across the employee lifecycle, including workforce planning, talent acquisition, onboarding and offboarding, growing manager capabilities, managing performance management, employee relations, supporting employee wellbeing, managing change processes and, HR analytics and reporting.

Within Disability Services, the SPCA supports their own portfolio of our Accommodation Program. The position leads and provides oversight for our P&C Advisor and P&C Administrator in an effective, supportive and encouraging way to enable our high performing team, and works in collaborations with the P&C Advisor Social Enterprise and OHS Advisor.

## How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provide timely and accurate day-to-day P&amp;C advice, support and coaching to managers and employees in workforce planning, job design, recruitment and onboarding, employee relations, performance management, remuneration, conflict resolution and off-boarding.</li> <li>• Support executive, management and employees in the interpretation and adherence to McCallum’s industrial relations framework.</li> <li>• Provide advice, coaching, feedback and support to the executive and management to effectively manage the performance and development needs of the McCallum workforce. This may include providing advice or attendance in performance management meetings with employees and supporting the development of performance improvement plans.</li> <li>• Undertake internal complaints/investigation review processes in line with adopted procedures to provide independent assistance and advice.</li> <li>• Review and develop P&amp;C Policies and Procedures and provide P&amp;C expertise and advise into the wider McCallum Quality System.</li> <li>• Ensure the quality and compliance of P&amp;C documentation with appropriate storage.</li> <li>• Develop and embed approved P&amp;C toolkits and processes for the McCallum Programs</li> <li>• Develop and implement strategies to improve McCallum’s Talent Acquisition processes to grow our talent pipeline, including consideration of tools such as group recruitment assessment centres.</li> <li>• Support McCallum’s recruitment policy and processes. With the support of the P&amp;C Administrator, work with programs to shortlist candidates, develop interview tools and participate in panels.</li> <li>• Establish P&amp;C monthly metrics reporting dashboard within team. Analyse trends and issues, partnering with service delivery to develop workforce strategies to improve people outcomes.</li> <li>• Promote the benefits of appropriate behaviours and attitudes to foster positive workplace culture and transparency of workforce expectations.</li> <li>• Support the incorporation of the NDIS Worker Capability Framework into our people processes.</li> <li>• Support the delivery of McCallum’s Learning &amp; Development strategy.</li> <li>• Attend service delivery team meetings as required to champion P&amp;C initiatives, workforce trends, projects or issues for the relevant areas</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist with the implementation of the performance feedback process and developing a performance culture</li> <li>• Work with the Programs to update and review PD's to ensure consistency with McCallum's requirements.</li> <li>• Develop talent identification initiatives to identify, assist and grow aspiring leaders within McCallum.</li> <li>• Champion safe work practices, ensuring compliance with legislation and provide support to OHS Advisor as required.</li> <li>• Support the P&amp;C Team, including coverage for leave and support with workload as required.</li> <li>• Undertake own P&amp;C administration and filing tasks, with the support of P&amp;C Administrator as required.</li> </ul>
<b>Culture</b>	<ul style="list-style-type: none"> <li>• Lead the design and delivery of our annual Culture Survey</li> <li>• Support the P&amp;C Team to work with managers to take action with their teams arising from Culture Survey results</li> <li>• Embed a customer centric culture within the P&amp;C Team and McCallum</li> </ul>
<b>Leadership and Employee Experience</b>	<ul style="list-style-type: none"> <li>• Coach and mentor P&amp;C Team members to problem solve and make decisions in alignment with policy and the best interest of their key stakeholders.</li> <li>• Act as initial point of escalation for ER issues for P&amp;C Advisor Disability Services and engage EM P&amp;C as required.</li> <li>• Set goals and achieve measurable work objectives for direct reports.</li> <li>• Team lead direct reports and develop a culture that is innovative, inquisitive, is open to change and supports continuous quality improvement, collaboration, respect, and accountability.</li> <li>• Manage team conflicts as they arise, escalating matters to the EM P&amp;C as required.</li> <li>• Identify learning and development needs and opportunities for direct reports.</li> <li>• Manage staff performance through effective goal-setting and performance appraisals.</li> <li>• Promote positive and safe work culture within the team, manage team conflicts as they arise and escalate when necessary.</li> <li>• Approve timesheets and leave requests for direct reports.</li> <li>• Champion McCallum's code of conduct and values, acting in accordance with our policies and procedures at all times.</li> <li>• Develop and maintain effective relationships with key stakeholders, with a focus on Team Leaders and frontline staff with an ability to lead and influence.</li> <li>• Develop, maintain and be a role model for, a culture among staff that is open to change and supports continuous quality improvement, innovation, safety, collaboration, respect, and accountability.</li> <li>• Provide input and support into the implementation and achievement of our P&amp;C strategy and outcomes.</li> </ul>

<b>Self-care and professional development</b>	<ul style="list-style-type: none"> <li>• Participate in fortnightly 1:1 meetings with the Executive Manager People &amp; Culture</li> <li>• Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored</li> <li>• Identify and seek appropriate resources to support your own health and wellbeing</li> <li>• Participate in wider McCallum projects and initiatives as requested by the Executive Manager People &amp; Culture or CEO.</li> </ul>
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### What do I need to be a success? (Attributes)

- Our customers and supported employees are at the centre of everything that you do
- Quality, safety and risk management is paramount will not be compromised.
- You are a consultative, collaborative and inclusive leader, business partner and advisor.
- You achieve results. You are focused, work to a plan and deliver.
- You use clear, tailored, appropriate communication and use a variety of methods to share information.
- You build and maintain relationships with your colleagues, customers and stakeholders.
- You are team player that actively participates and champions supportive, values driven work environment.
- You understand that change happens for a reason, and have the ability to bring your team with you.
- You display a high level of personal integrity and professionalism, understanding your role in driving a positive organisational culture.

### Key Selection Criteria

**Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:**

- **NDIS Worker Screening Check Clearance**
- **Right to Work in Australia**
- **Current Drivers License**
- **COVID-19 vaccination (2 + 1 booster) or a valid medical exemption.**

### Essential

- Tertiary qualification in a relevant discipline
- Demonstrated experience (minimum 5 years) in a generalist P&C or HR Advisor role with a sound knowledge of contemporary HR practices
- Proven ability to interpret and apply Enterprise Agreements and/or other industrial agreements, providing advice to management and employees.
- Coaching skills at both an organisational and individual level.
- Sound project management, planning and organisational skills with the ability to manage competing priorities.
- Facilitation skills with the ability to lead project or development programs as requested (including induction)
- Demonstrated experience in the creation and application of policies and procedures.
- Demonstrated experience in identifying and implementing quality improvement initiatives.

- A proactive, professional and customer-focused approach with the ability to influence and negotiate effective outcomes with a broad range of people from a variety of backgrounds and effectively contribute to a team environment.
- Experience in dealing with difficult stakeholders where empathy and discretion is required.
- Strong written and verbal communication skills.
- An understanding of and complete commitment to confidentiality.
- Strong computer, organisational, analytical and problem solving skills.

**Desirable**

- Experience working in Health / Human Service or a Not for Profit environment.
- Experience in leading / managing a team of professionals.
- Experience and/or training in workplace investigation
- Current professional networks that maintain and enhance industry knowledge and learning.
- Formal professional association membership.

**Approval:**

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CEO Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_