

Position Description

Position Title	People & Culture Advisor
Position Reports to	Executive Manager People & Culture
Position Leads	NIL
Location	29 Learmonth St, Alfredton.
Employment Type	Permanent, Full-Time
Last Updated	August 2019

Why are we here?

Purpose: We work with people to create a life that works for them.

Our Vision: To be recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

How do we do this?



What is your purpose?

The People & Culture Advisor is responsible for providing accurate and timely P&C advice, support and consultancy services to managers and employees in the delivery of organisational strategic objectives and enabling optimum employee experience.

A key member of the P&C Team, this role has a HR generalist focus supporting all aspects of P&C including: policy development, recruitment and selection, coaching and mentoring, administration, performance management, employee relations, remuneration, risk management and HR reporting.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	<ul style="list-style-type: none"> • Provide timely and accurate day-to-day P&C advice, support and consultancy to managers and employees in workforce planning, job design, recruitment and on-boarding, employee relations, performance management, remuneration, conflict resolution and off-boarding. • Support executive, management and employees in the interpretation and adherence to McCallum's industrial relations framework including Enterprise Agreements, Awards and our Supported Wage System. • Provide advice, coaching, feedback and support to the

	<p>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.</p> <ul style="list-style-type: none"> • Undertake internal complaints/investigation review processes in line with adopted procedures to provide independent assistance and advice. • Review and develop P&C Policies and Procedures and provide P&C expertise and advise into the wider McCallum Quality System. • Ensure the quality and compliance of P&C documentation with appropriate storage. • Develop and embed approved P&C toolkits and processes for the McCallum Programs • Review and lead McCallum’s recruitment policy and processes. With the support of the P&C Administrator, work with programs to shortlist candidates, develop interview tools and participate in panels. • Develop and implement a program to facilitate group recruitment assessment centres. • Perform monthly workforce reporting to the EM P&C and develop and implement a monthly P&C Dashboard for reporting to the Board and executive • Return to Work Coordinator for all Ballarat sites • Develop supportive injury management policies and processes and administer Workcover claims ensuring consistency of approach and compliance to legislation • Champion safe work practices, ensuring compliance with legislation and provide support to OHS Advisor as required. • Promote the benefits of appropriate behaviours and attitudes to foster positive workplace culture and transparency of workforce expectations. • Support the development and delivery of McCallum’s new Capability Framework • Attend program team meetings as required to champion P&C initiatives, workforce trends, projects or issues for the relevant areas • Work with the L&D Advisor, EM P&C and executive to identify operational staff and management capacity gaps and work to implement solutions • Assist with the development and implementation of the performance feedback process • Work with the Programs to update and review PD’s to ensure consistency with McCallum’s requirements. • Develop talent identification initiatives to identify, assist and grow aspiring leaders within McCallum. • Support the P&C Team, including coverage for leave and support with workload as required. • Undertake own P&C administration and filing tasks, with the support of P&C Administrator as required.
<p>Culture</p>	<ul style="list-style-type: none"> • Provide input into the design and delivery of our Culture Survey • Support diagnosis, design and implementation of culture,

	<p>engagement and change initiatives.</p> <ul style="list-style-type: none"> • Embed a customer centric culture within the P&C Team and McCallum
Leadership and Employee Experience	<ul style="list-style-type: none"> • Champion McCallum’s code of conduct and values, acting in accordance with our policies and procedures at all times. • Develop and maintain effective relationships with key stakeholders, with a focus on Team Leaders and frontline staff with an ability to lead and influence. • 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. • Be an active member of the People & Culture team, providing input and support into the implementation and achievement of our P&C strategy and outcomes.
Self-care and professional development	<ul style="list-style-type: none"> • Participate in monthly feedback meeting with the Executive Manager People & Culture • Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored • Identify and seek appropriate resources to support your own health and wellbeing • Participate in wider McCallum projects and initiatives as requested by the Executive Manager People & Culture or CEO.

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:

- **National (and International if applicable) Police Check**
- **Right to Work in Australia**
- **Disability Work Exclusion Scheme Check; and**
- **Current Drivers License.**

Essential

- Tertiary qualification in a relevant discipline
- Demonstrated experience 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 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: _____