

Position	People and Culture Manager
Reports to	General Manager People and Culture
Team/Program	Human Resources, People and Culture
Agreement/Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Above Award
Time fraction	Full time maximum term (1.0 EFT) 76 hours per fortnight Ceasing 30 June 2019
Location	Horsham

Organisation Context

The purpose of Wimmera UnitingCare is to support and strengthen individuals, families and communities by providing an extensive range of family-focused community services, which are based on:

- Sensitivity to their needs and empowerment
- Open, clear and respectful communication
- Cooperative and trusting relationships
- Alliances and networks with other agencies

We are an agency of the Uniting Church network in Victoria and have offices in Horsham and Ararat. We deliver over 80 services and help more than 8,000 people every year, reaching out from Horsham to Hindmarsh, Northern Grampians to West Wimmera, Yarriambiack and parts of Ararat Rural City and Buloke Shires. We support these communities by working with vulnerable children, youth and families, those living with mental illness or a disability. Wimmera UnitingCare provide housing support and deliver early years and kindergarten services.

Mission and Vision

To support and strengthen individuals, families and our communities.

We value:

- Individuals, families and communities
- Sensitivity, empowerment and advocacy
- Cooperative alliances and partnerships

Position summary

The People and Culture Manager has responsibility for continuously developing best practice in staff recruitment, development, performance management, training & development, employment cycle changes and quality service delivery. The overarching goal is to promote corporate values and enable Wimmera UnitingCare to be seen as an employer of choice with high performing staff and teams portfolio responsibilities include human resources (HR); customer service; professional development; occupational health and safety; quality and accreditation and risk management. The

People and Culture Manager

People and Culture Manager reports directly to the General Manager People and Culture and is an integral member of the Agency's Leadership Team.

Key responsibilities and duties

Culture & leadership

- Lead the continuous development of positive and professional Agency culture that emphasizes quality, continuous improvement, team-work, and high performance. This includes supporting the work of the Champions of Change, cultural improvement team and annual cultural survey.
- Model a positive culture in all interactions with staff, colleagues, clients, and all external stakeholders.
- Apply a solution focused approach to problem solving, work collegiately with peers, while at all times upholding the values and mission of the Agency.
- Identify and make operational decisions in line with Wimmera UnitingCare ethos and operational plan.

People

- Ensure high quality and responsive HR systems by continuously developing best practice in recruitment, development, performance management and support.
- Develop and implement HR strategies and initiatives aligned with the Agency's Operational Plan.
- Ensure compliance with child protection strategies such as Choose with Care from Child Wise.
- Review and develop human resource policies and procedures to ensure compliance with best practice and current legislative requirements.
- Provide support and advice in conflict resolution and performance management to Managers and ensure compliance with established policies and procedures.
- Support Managers with systems to encourage and facilitate regular performance reviews and the development of annual work plans. Monitor compliance and continually review the appraisal system to ensure all staff have annual work plans.
- Bridge management and employee relations by addressing demands and assisting with the management of grievances or other issues; and conduct workplace investigations as required.
- Oversee the separation of exiting staff to ensure correspondence, final payments and systematic exit interviews, separation checklists, closure of personnel files are consistently and accurately managed.
- Work with the Leadership Team to develop and evaluate staff training and development programs and oversee the implementation of agreed training within budget.
- Oversee the continuous development of the Agency's induction program to ensure all new employees have a full and comprehensive induction.
- Cultivate proactive team spirit by organising and leading regular and systematic team meetings and joint planning exercises.
- Provide supervision that complies with Wimmera UnitingCare standards and procedure.
- Ensure all team members have annual performance plans and these are reviewed every six months to document clearly defined goals and development opportunities.
- Actively manage the safe working practices in the team and as far as you are able, protect your own and others' health and safety.

Continuous quality improvement

- Provide direction, leadership and support to drive quality achievements and performance improvements throughout the organisation.
- Identify and adapt best practice benchmarking indicators to the delivery of services.
- Ensure systems are in place and enacted to continuously review and develop Wimmera UnitingCare policies and procedures.
- Maintain awareness of changes to Government policy and adapt relevant changes to policies and procedures.
- Establish policies and procedures where there are no defined established practices.
- Foster and promote a continuous learning environment that responds to the needs of services.
- Identify and assist in the solution of any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes in accordance with Wimmera UnitingCare procedures.
- Identify and participate in personal development that ensures the continuing high delivery of services.
- Actively participate in regular supervision and annual performance plan reviews.

Finance

- Assist the General Manager Finance to establish and implement annual operating budgets that meet the requirements of goals set out in the Agency's strategic plan and funding agreements.
- Assist the Manager with a midyear budget review to ensure that services are delivered within budget.
- Monitor program expenditure on a regular basis to ensure services are delivered within budget.

Reporting

- Provide analysis and interpretation of human resource metrics to the CEO and Leadership Team and engage and support the Leadership Team in continuously improving HR systems within their teams.
- Ensure accurate, timely and effective communication and reporting processes are implemented to meet statutory, organisational and funding body requirements.

Organisational Responsibilities

- Model and promote the organisation's values.
- Contribute to operational and strategic planning to improve services and outcomes.
- Fully participate in the development of agency-wide projects.
- Support desirable change initiatives aligning to the Agencies' corporate direction.
- Develop and maintain open, clear and accountable relationships with funding and regulatory bodies.
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality services.
- Undertake other duties and functions as directed, commensurate with current level of skills and classification.

Key selection criteria

1. Tertiary qualifications and substantial years of relevant experience in a human resource management.
2. Sound experience of the underlying principles of continuous quality improvement and accreditation, gained through, education and / or training.
3. Knowledge of the statutory requirements related to human resources and quality community services.
4. Experience in managing and leading significant organisation change, including restructures.
5. Demonstrated skills in effective staff supervision, people management and leading high performance teams.
6. Excellent communication and interpersonal skills, demonstrated through examples of working successfully to gain the co-operation of colleagues.
7. Proven reporting, time management and administrative skills.
8. Demonstrable experience with human resource databases and metrics to inform planning.
9. Demonstrated commitment to ongoing professional development.
10. Competent computer skills.
11. An understanding of and commitment to the programs of Wimmera UnitingCare

Certificates, licences and registrations

- Current eligible motor vehicle licence to drive in Australia
- Current National Police Record Check
- Working with Children Check.

Conditions of employment

- This maximum term position dependent on Wimmera Uniting Care receiving the required funding. Positions will be reviewed if the funding situations changes. Performance for this position will be formally reviewed every 12 months.
- The employee agrees to abide by all health and safety rules and requirements of the employer, and all employer policies as detailed in the agency policies and procedures, which may be amended from time to time.
- Applicants must not have been discharged from the carers or added to the disability register
- This appointment is subject to:
 - satisfactory completion of the agency induction process
 - attendance to the agency group orientation
 - satisfactory completion of a six month probationary period
 - current Police Check
 - current Working with Children Check
 - satisfactory completion of the twelve month review process for each year of work.
- Salary packaging is available to all Wimmera UnitingCare employees.
- Wimmera UnitingCare recruitment and selection procedures reflect our commitment to the safety and protection of children, families and individuals in our programs. Employees are required to familiarise themselves with the attached policies.
- The employee will work within the ethos of the Uniting Church.

ACCOUNTABLE POSITIONS	OHS ACCOUNTABILITIES (ACCORDING TO OHS ACT 2004)	ACTION DEMONSTRATING ACCOUNTABILITY
WORKERS (EMPLOYEES, VOLUNTEERS, CONTRACTORS, STUDENTS)	While at work, all employees must - <ul style="list-style-type: none"> Take reasonable care for his or her own health and safety. Take reasonable care of the health and safety of persons who may be affected by the employee's acts or omissions at a workplace. Co-operate with Wimmera UnitingCare with respect to any action taken by Wimmera UnitingCare to comply with a requirement imposed by or under this Act or the regulations. Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare. 	All workers must: <ul style="list-style-type: none"> Follow Wimmera UnitingCare OHS policy and programs to safeguard the health and safety of people at work and to understand your personal responsibilities for WHS. Attend safety-related training including induction, emergency preparedness. Comply with OHS instructions from your supervisor/manager, training information, safe work procedures and wardens during an emergency evacuation preparedness and program specific training (e.g. visiting clients at home). If performing new or unfamiliar work, you must seek information, instruction or training and supervision from your team leader where necessary so that you perform your duties safely without risking the health, safety and wellbeing of yourself or others. Use equipment that has been provided for your health, safety and wellbeing. Report all hazards, incidents and injuries or OHS concerns to your supervisor/manager/team leader. Participate in discussions/consultations about workplace or job task/practice changes that could affect OHS risks. Wear clothing, footwear and personal protective equipment (PPE) appropriate for the work being done. Do not put other people's health, safety or wellbeing at risk by your action or inaction.

Reviewed by

I have reviewed the above position description and deem it to be correct

Signature:

Date:/...../.....

Name and position: Wendy Sturgess, Chief Executive Officer.

Employee statement

I have read, understand and accept the above position description.

Name:

Signature:

Date:/...../.....

