



## Job and Person Specification

### Human Resources Consultant

Code	PCJD07
Classification	Negotiated Salary
Reports To	HR & WHS Manager
Approved By (Title)	General Manager People
Approved By (Signature)	
Date of Approval	March 2021

I have read the content of this Job and Person Specification and agree that I have the ability and commitment to meet the requirements of the position in addition to upholding the Purpose and Values of Eldercare.

Acknowledged by Employee	[acceptance_status]
Name of Employee	[candidate_name]
Date of Acknowledgement	[acceptance_date]

# Eldercare

## Our Purpose

*Delivering peace of mind with our care*

## Our Values

### Respect

#### **Value in Action - We protect the dignity, rights and values of individuals**

All people are important to Eldercare and everyone deserves to be respected in accordance with our founding Christian principles.

Diversity of experience, culture and opinion is valued and encouraged.

How we go about things is just as important as what we actually do. We protect the dignity, rights and values of individuals.

Our services encompass mind, body and spirit and aim to build well-being and resilience.

### Accountability

#### **Value in Action - We are all responsible for working safely and with integrity**

Eldercare is known as a safe and reliable organisation. Residents, clients, their families and friends rely on Eldercare to care for the people that they love with respect and dignity. We have a role to play in providing residents and their families with peace of mind.

Eldercare is committed to serving the community for the long term so our decisions are made with this in mind.

We display collaborative leadership throughout our organisation and we learn from our mistakes.

We continually strive to improve and respectfully challenge the status quo with improvement in mind.

All of our actions are focused on maintaining the integrity of our commitments. Each of us at Eldercare is responsible for our own behaviours for ensuring the best quality care is provided and for the success of the organisation.

### Connection

#### **Value in Action - We develop vibrant and supportive relationships based on warmth and generosity**

We create environments where warmth and generosity are present. We reconnect residents with their own purpose and meaning and do everything we can to help them live a fulfilling life.

We are committed to building vibrant, supportive and connected retirement living and residential care communities where resident choice is paramount and the uniqueness of each resident is discovered.



## **Our Diversity & White Ribbon Commitment**

Eldercare welcomes diversity. Regardless of their culture, religion, spirituality, age, gender, sexuality, disability, socio-economic background or personal experiences, our people are included and respected.

Eldercare encourages respectful relationships and does not accept any form of gender-based violence in the workplace.

Eldercare is committed to preventing violence against women and is proud to be a White Ribbon Accredited Workplace to support victims of abuse.

All employees can expect to receive fair and equal treatment and to be free from discrimination in all aspects of their life with Eldercare.

### **JOB SPECIFICATION**

#### **Summary of the broad purpose of the position in relation to organisation goals**

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The Human Resources Consultant works closely with the leadership teams at designated sites to provide high level advice on all aspects of human resources (HR) matters. This includes timely and accurate advice relating to recruitment, performance development and management, industrial and employee relations and policy interpretation.

#### **Reporting/Working Relationships**

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The Human Resources Consultant:

- reports to the Human Resources and Work Health Safety Manager;
- works in collaboration with the Human Resources Consultancy team, including the broader HR Management business unit;
- provides high level HR advice to management and staff, including Head Office Managers and Site Operations Managers; and

#### **Special Conditions**

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- Must hold a current, acceptable National Police Clearance.
- Current driver's licence is required.
- Travel required to all Eldercare sites, including the Yorke Peninsula.
- Some out of hours work is required.

#### **Statement of Key Outcomes and Associated Activities**

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##### **Human Resources Consultancy Services**

- Work closely with the HR Team Leader to delivery a high level, effective, consistent and timely HR Consultancy services to portfolio
- Provide contextual, timely and accurate advice, information, and support to Head Office managers and employees in relation to all human resource related matters
- Support the timely and effective management of employee and industrial matters, including change management, misconduct investigations and performance management matters

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- Proactively develop, monitor and analyse workforce metrics, including staffing profile, turnover, engagement and leave patterns, to identify emerging challenges and workforce planning needs.
- Support the quality recruitment and selection, performance management and remuneration requirements
- Supporting organisation-wide initiatives such as employee wellness and diversity & inclusion projects
- Build and maintain strong collaborative working relationships with managers and staff at all levels of the organisation.

## **Project Management & Continuous Improvement**

- Lead and manage various HR and organisational wide projects in line with Eldercare's project management principles to ensure the timely and effective achievement of the goals are met
- Prepare audit reports and distribute to Managers to close identified gaps
- Participate in quality continuous improvement activities by identifying areas for improvement and implementing solutions
- Develop and review policies, guidelines and procedures to support a wide range of human resource initiatives
- Develop stakeholder and staff engagement communication and risk management plans.

## **WHS Responsibilities**

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### **All Employees:**

- Takes reasonable care to protect own health and safety, and to avoid adversely affecting others. This includes as far as reasonable using equipment provided for WHS purposes, obeying reasonable WHS instructions, complying with all WHS policies, procedures, safe operating procedures, work practices and associated WHS document
- Ensures that they are not affected by alcohol or drugs to the extent that they endanger their own safety or the health and safety of others

**Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified as necessary. Position statements and Employee performance will be reviewed regularly.**

## **PERSON SPECIFICATION**

### **Essential Minimum Requirements**

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#### **Qualifications/Experience**

- Tertiary Qualifications in Human Resources, or a relevant business related field
- Minimum of 5 years' experience in a similar or related role.
- Experience of continuous organisational improvement and the ability to act as a change agent.
- Established experience and knowledge of employment legislation, employee relations and interpreting industrial instruments.
- Experience in policy and procedure development.

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## Personal Abilities/Aptitude/Skills

- Demonstrated high level written and verbal communication skills.
- Proven research, analytical and report writing skills, particularly in the area of people and culture (including document and report writing skills)
- Ability to problem-solve, including the ability to assess a range of options in line with relevant legislation.
- Highly developed interpersonal skills to enable productive and collaborative working relations with team members and stakeholders.
- Proven ability to work with limited direction to meet objectives within the required timeframes
- High level problem solving and analytical skills including the ability to be innovative in providing advice and generating solutions and to make specific recommendations that align priorities with organisational objectives and culture.
- Proven ability to build and develop strong relations while working within a dynamic environment with changing priorities.
- Experience in influencing, negotiation and consultation skills.
- Project management skills

## Desirable Requirements

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### Qualifications/Experience

- Knowledge of the aged care sector
- Understanding of the Commonwealth Department of Health & Ageing “Standards and Guidelines for Residential Aged Care”

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**Note:** This position is located at Head Office, however, appointment is to Eldercare Inc and, therefore, you may be required to undertake duties at any of Eldercare’s sites. The Chief Executive may re-assign the staff member to different duties consistent with their appropriate Job & Person Specification, or to a different location within the organisation, dependent on business requirements.