



Where mental wellbeing thrives

Position Description People and Culture Officer

"Where mental wellbeing thrives"

Position Details

Position Title:	People and Culture Officer
Employment Type:	According to employment contract

Position Summary

The People and Culture Officer plays a critical role in ensuring Flourish Australia provides a responsive and efficient People and Culture (P&C) function to all levels of the organisation. They work cooperatively with Flourish Australia leaders to ensure that People and Culture processes are effective and delivered efficiently, ethically, and consistently across the organisation, to ensure that employee and compliance needs are met in a timely and professional manner.

The People and Culture Officer is a hands-on role responsible for the provision of generalist P&C support to key stakeholders. The types of P&C support provided may include:

- Supporting leaders with responsive and accurate P&C support and advice.
- Ensuring that all organisational activities and operations in connection with the employment of staff are conducted in compliance with relevant legislation.
- Compiling P&C reports.
- Supporting the Payroll function.
- Supporting other P&C functions including Learning and Development function, Talent Acquisition function, and Employee Relations.
- Keeping abreast of any legislative, award or regulatory changes that impact the industry and action accordingly.
- Supporting the development and implementation of P&C initiatives and systems.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

Purpose

Our purpose is supporting people to flourish, believing in their future and their place in the community.

Values

Flourish Australia values are hope, inclusion, partnership, diversity, integrity, respect and trust.

Relationships and Authority

Reports to:	Senior People and Culture Advisor, and other senior People and Culture leaders as required.
Direct reports:	Lower classified staff, as required.
Key Stakeholders:	Flourish Australia leaders and the wider workforce.

Organisational Accountabilities

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of self and others at work in accordance with delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.

- Complete all mandatory training.
- Be responsible for engaging in discussion about, and helping to create and sustain a culture of, continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Commit to the detection and prevention of fraud.
- Commit to the safety and wellbeing of children and young people.
- Commit to the protection and promotion of human rights in Flourish Australia's services.
- Maintaining the strictest of confidentiality at all times.
- Commit to the safety and wellbeing of children and young people.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the purpose and values of Flourish Australia.

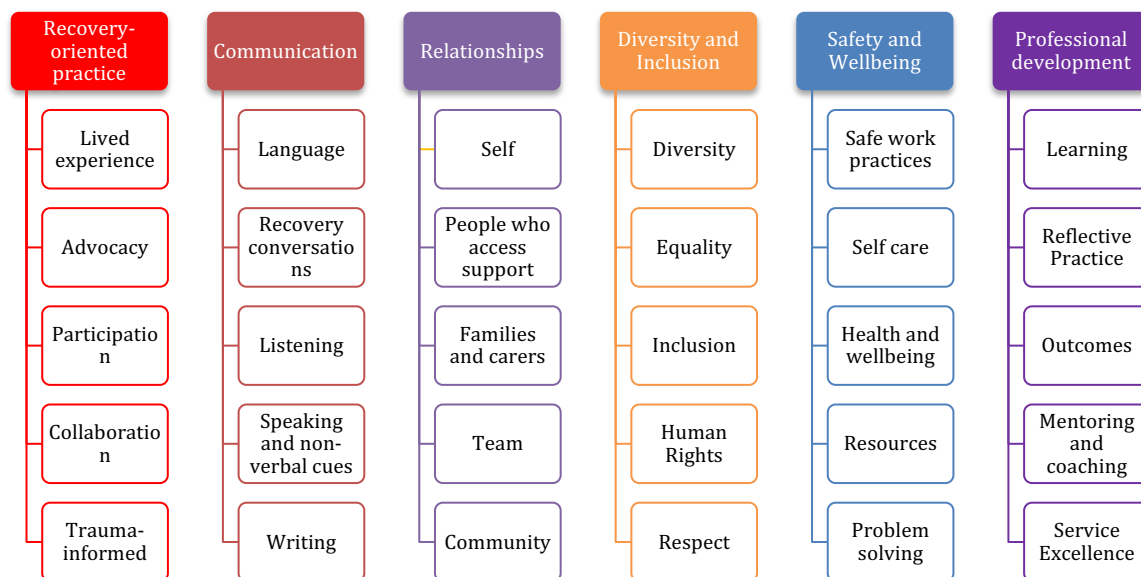
Key Tasks and Responsibilities

- In conjunction with the Senior P&C Advisor, provide advice to the workforce on a range of P&C issues, including:
 - employee relations;
 - interpretation of Awards, Agreements and legislation;
 - grievances;
 - performance management; and
 - rewards and recognition.
- Process documentation requests including contracts of employment, employee letters, national police certificates / NDIS worker screening endorsements, visas, and other documentation as required.
- Support the performance management process, including being an active member at disciplinary meetings.
- Ensure employment related documentation (e.g., employment contracts) are accurate before seeking approval/signature, and distribution.
- Responding to P&C help desk enquiries in a timely manner.
- Keeping up to date with relevant industrial legislation required to perform effectively in the role, including, but not limited to, the NES, Fair Work Act 2009, and the Modern Awards system.
- Maintain oversight of the HRIS and ensure controls are in place to protect the accuracy of employee data.
- Provide advice, assistance and support to the Flourish Australia Senior Leadership Team on P&C issues and processes and performance coaching processes, when required.
- Respond and action P&C Helpdesk enquiries / tickets in a timely and accurate manner.
- Coordinate the processing of all compliance checks ensuring that screenings and renewals are completed in a timely manner.
- Coordinate all aspects of employee termination processes by liaising with both the payroll and IT departments.
- Ensure the appropriate P&C policies and procedures are implemented and followed. Key examples are:
 - Reward and Recognition program;
 - Pay point progression;
 - ETL coordination, pay point progressions and quantum of leave administration;
 - Learning and Development administration;
 - New staff welcome announcements;
 - Casual conversion;
 - Employee timesheet activation;
 - People and Culture surveys and forms and gap analysis reporting;
 - Closed-period contracts;
 - EAP uploads;
 - Paid Parental leave processing;
 - Staged superannuation processing;
 - Student placement processing.
- Participate in, and provide support in preparing for, the P&C components of internal and external audits.
- Ensure staff are paid at the correct rates and levels.
- Consult with the Finance &/or payroll department to agree P&C /Payroll related adjustments and correct any identified errors before payroll processing is finalised
- Coordinate with both the Finance and IT departments regarding the addition and deletion of staff for database access purposes.

- Ensure that all P&C records are correct, complete and appropriately accessible, to allow for accurate reporting and proper analysis, as well as to ensure that individuals are treated consistently and that Flourish Australia actions can be demonstrated and defended as required.
- Report any service gaps or possible opportunities for improvements to the Senior People and Culture Advisor.
- Timely implementation and delivery of projects.

Key capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do.



Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

Physical demands/frequency

Position demand	Frequency	Comments
Standing	Occasionally	May be required.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Rarely	May be required.
Kneeling	Rarely	May be required.
Stooping	Occasionally	May be required.
Walking	Occasionally	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"> • Hand/arm • Foot/leg 	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and other IT equipment, as well as for administrative tasks.
Reaching (overhead)	Rarely	May be required
Driving	Occasionally	Driving is an activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> • 2kg-5kg • 5kg-10kg • 10kg-15kg • >15kg 	Occasionally Rarely Rarely Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small.

Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Occasionally	e.g., episodic or grief situations
Working with people who may have experienced trauma	Occasionally	e.g., child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g., self-harm, death

Working with unpredictable or aggressive people	Rarely	e.g., drug and alcohol induced, episodic situations.
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Required Skills and Personal Attributes

- Be proficient with technology.
- Have a high level of interpersonal skills.
- Develop and maintain a sound working knowledge of all Flourish Australia programs.
- Think creatively to solve problems and be people focused and work in partnership.
- Be non-judgmental, fair, patient, have willingness to listen, and display empathy.
- Value diversity and be respectful at all times.
- Demonstrated ability to exercise judgment to solve problems quickly and effectively.
- Demonstrated high level of computer literacy.
- Maintaining the strictest of privacy and confidentiality at all times.
- Self-reflect and constantly review work practices.
- Be committed to professional and ethical conduct.
- Report any concerns raised by Flourish Australia's workforce to the Senior People and Culture Advisor, and appropriately utilise the Complaint, Grievance, and Dispute Resolution Policy and Incident Reporting database when matters are raised that may significantly affect the reputation of our organisation and workforce.

Key Selection Criteria

"Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate."

Essential:

1. Working towards or obtained a relevant degree in Human Resources or similar.
2. A minimum 2-years' experience working in a similar role.
3. Demonstrated ability to meet deadlines and demonstrate flexibility with shifting priorities and workload demands.
4. Strong organisational and administrative skills and ability to handle high volume of work with accuracy, attention to detail and to simultaneously adjust to varying assignments and workloads.
5. Demonstrated ability to liaise effectively with staff at all levels of the organisation.
6. Have a strong commitment to, and understanding of, recovery-based practice in the workplace.
7. Have good knowledge of ER legislation, NES, Fair Work Act 2009, and the Modern Awards system.

Desirable:

1. A carer role or a personal lived experience of a mental health issue.
2. Maintain a current Australian Driver's Licence

Appointments will be subject to satisfactory Australian residency, work reference checks, National Criminal Record checks, Working with Children checks.

Agreement

I, _____, have read and understand my obligations as a People and Culture Officer with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

People and Culture Officer

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to People and Culture team.