

POSITION DESCRIPTION

Human Resource Business Partner

SERVICE STREAM	People Culture & Organisational Development
LOCATION	Woloowin
CLASSIFICATION	Salaried
REPORTING RELATIONSHIP/S	Human Resource Manager

OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

POSITION PURPOSE

This position is responsible for working closely with service stream leaders to achieve shared organisational objectives, in particular designing and implementing HR systems and processes that support MCS strategic organisational aims as well as providing day to day functional HR advice and support. The Human Resources Business Partner (HRBP) will take a key role in the development of an employer-of-choice organisational culture that emphasises performance, resilience, continuous improvement, and MCS values.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision and Values	<ul style="list-style-type: none"> • Execute the duties and functions of the role within the mission and values of Mercy Community Services. • Participate in mission formation programs and activities as required. • The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly.
2. Service Delivery	<ul style="list-style-type: none"> • Acts as a single point of contact for the employees and line managers in the service stream. • Builds a strong and responsive service delivery environment by developing and maintaining positive, ethical and productive relationships through collaboration with team members, senior management and other stakeholders. • Maintain up to date knowledge of HR/ER best practice, community services sector issues, and legislative requirements to provide accurate, timely and impartial advice to stakeholders in accordance with legislation, MCS values, goals and policies. • Assist to develop, embed, and monitor the practice of values-aligned HR frameworks, systems and organisational culture across MCS. • Take lead responsibility for certain identified HR portfolios across MCS. • Contribute to researching and implementing innovative and business-focused strategic and operational HR plans, initiatives and outcomes to support the organisation achieve its strategic objectives.

Approved By: General Manager – People, Culture and Organisational Development

Approval Date:	Sept 2017	Implementation Date:	Sept 2017	Review Date:	Sept 2019
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KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> Undertake objective analysis of identified needs, determining issues and risks, pursuing innovative solutions in accordance with contemporary best practice processes and relevant legislation, and providing professional documentation as required. Manage complex HR matters in a consultative manner, taking into consideration an environment of conflicting priorities and deadlines, to achieve quality outcomes. Conduct methodical and objective investigations, or support the relevant stakeholder to conduct an effective investigation of employee relations issues including grievances and performance/ disciplinary concerns, recommend appropriate outcomes, and participate in industrial hearings as required. Initiate and develop key workforce planning interventions aligned with future industry and organisational needs, and act as a change agent. Liaise with the Learning & Development team to ensure continued skill development of MCS staff; including development and facilitation of relevant internal training suites, and induction and orientation training. Provide direct recruitment and on-boarding support to service streams as required, including administrative and workflow support and document management. Champion progressive interpersonal leadership skill development throughout MCS by coaching, training and mentoring frontline leaders as required. Develop and manage an effective MCS workers compensation framework, and manage Worker's Compensation claims and rehabilitation processes. Provide legislative, EBA and Award interpretation advice. Work with HR software to provide effective and efficient solutions. Eg E-Recruitment Support the implementation and monitoring of Workplace Health and Safety systems in conjunction with the Manager Quality Systems and Risk. Support other HRBP's as needed to meet organisational expectations.
3. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> Comply with all Mercy Community Services policy and procedures. Perform duties in accordance with organisational requirements. Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation. Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the relevant industry legislation and in consultation with your line manager. Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements. Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure. Identify improvements to policy, procedures, work instructions, other organisational systems, and the work environment. Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required.

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KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements. Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
4. Work Health & Safety	<ul style="list-style-type: none"> While at work, you must: <ul style="list-style-type: none"> Take reasonable care for your own health and safety; and Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you. Whilst conducting work activities you must: <ul style="list-style-type: none"> Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and Attend safety meetings and inductions or training and participate in the safety program; and Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.
5. Other Duties	<ul style="list-style-type: none"> Participate in staff development and team meetings. Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines. Other duties as directed.

POSITION REQUIREMENTS

Required to have

- Tertiary degree in Human Resource Management, or similar field.
- 5+ years of experience in a similar Generalist HR role.
- Good negotiation, interpersonal, consultation and communication skills.
- Ability to form effective stakeholder engagement.
- Effective presentation and/or training facilitation skills
- Experienced in leading performance improvement processes in line with legislation and best practice processes.
- Experienced in recruitment and selection processes, including e-recruitment systems.
- Knowledge or experience in managing Worker's Compensation case management.
- Established HR metric, analytic and reporting experience and skills.
- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.
- Queensland Provisional Green or above Driver's License.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.
- For applicable programs, evidence of current vaccination against whooping cough or willingness to obtain prior to commencement, unless applicable exemption provided as per the relevant MCS procedure.

Beneficial to have

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POSITION DESCRIPTION

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- Not for Profit industry experience.
- Post Graduate Qualifications in HR, IR or OD.
- Training/Adult Learning qualifications.

KEY SELECTION CRITERIA

1.	Comprehensive knowledge of and ability to apply contemporary human resource management practices, models, legislation and recent case decisions into day to day practice.
2.	Demonstrated ability to advise, coach, train and transfer sound knowledge and principles of Human Resource Management from planning into operational service with a strong values-driven focus.
3.	Previous experience supporting and managing IR/ER challenges with a solutions-focused approach and ethical professional framework.
4.	Proven conflict management and negotiation skills.
5.	Communicates with influence through effective consultative, interpersonal relations and communication skills in the development of HR initiatives and continuous improvement with <u>all</u> levels of the organisation.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

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