

Position Description

Position:	People & Capability Specialist	Award Level:	SCHCADS Level 5
Program:	Support Hub	Location:	Negotiable
Reports to:	People and Culture Lead		

One Door Mental Health (ODMH) is a leading for-purpose service provider for people living with mental illness, their families, and carers.

About our Workforce

ODMH's workforce operates within our purpose-driven approach called Recovery 2gether. Recovery 2gether provides a simple, clear, framework of support for: consumers, carers & families; staff; and the whole organisation.

Our services are delivered mainly by self-organising teams; where team members are collectively accountable for working with the people we support and fulfilling team-tasks. Some teams are led by Managers.

About the Position

Along with the People and Culture Lead, this position will:

- provide operational support to teams, coaches and managers on People and Culture matters
- Manage the recruitment of talent for One Door
- Actively contribute to the continuous improvement of People and Culture practices and services

What we ask of you

1. Actively promote and demonstrate [ODMH values](#).
2. Deliver operational support and guidance on People and Culture practices to teams, coaches and managers to achieve quality outcomes.
3. Interpret internal policies and protocols and relevant awards to ensure compliance with employment legislation.
4. Enhance One Door's recruitment strategies, reviewing attraction and sourcing practices, job advertisements and the Careers web page to promote One Door's brand as an employer of choice.
5. Manage the recruitment process via application management system, providing support, guidance and training on recruitment and selection processes to teams, coaches and managers.
6. Oversee and support self-organising teams, coaches, and managers on the probation review and staff performance improvement processes.
7. Be a point of escalation for employment and performance-related concerns arising within self-organising teams that are outside their locus of control, or outside their knowledge and experience. Lead the resolution process.

8. Support the People & Culture Lead to provide advice, counselling and undertake investigations (where required) for performance management and grievance matters in compliance with legislation and in accordance with One Door's policies and protocols.
9. Manage the content and delivery of learning modules in the Learning and Management System, monitoring completion and reporting as required.
10. Engage with external education institutions to identify opportunities for student placements.
11. Manage the engagement of volunteers and students across all programs.
12. Support the People and Culture Lead and play a key role in projects.
13. Work within ODMH [policies and protocol](#)
14. Demonstrate commitment to the care, safety and wellbeing of self and others in work environment

Your key skills and experience

1. Tertiary qualification in Human Resources, or related field with a minimum of 5 years of human resources experience.
2. Strong generalist HR background with knowledge and application of key HR areas of practice including employee/industrial relations, recruitment, learning and development and performance Management.
3. Sound understanding of employment legislation and confidence with interpreting and applying Modern Awards.
4. Experience in managing grievances and other workplace matters.
5. Values consistent with purpose-driven ways of supporting teams and team members.
6. Strong written, oral communication and interpersonal skills, including non directive coaching, negotiation, influencing and problem-solving skills.
7. Demonstrated experience to collaborate and build positive relationships with all stakeholders.
8. Ability to adapt and respond to a changing work environment to efficiently manage multiple tasks, priorities, and deadlines.
9. Project management and change management skills.
10. Demonstrated computer literacy to use Microsoft programs and the capability to learn other applications.
11. Experience working for a not for profit organisation is highly desirable.