

Director, Safety and Workforce Operations

Position Description

Directorate:	Corporate Services
Reports to:	Executive Director, Corporate Services
Direct reports:	<p>Manager, Staff Recruitment</p> <p>Manager, Employment Relations</p> <p>Manager, Work Health and Safety</p>
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Lead the Society's work health and safety function, and recruitment, retention, and employment relations functions. Improve the Society's safety culture and performance. Ensure the Society is compliant with work health and safety and employment related legislation. Ensure effective implementation of workforce operations. Provide high level advice regarding employment relations.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Corporate Services directorate. The teams within the directorate and their functions are:

Strategy and Outcomes: this team is responsible for implementing a Society-wide planning, monitoring and reporting framework to support the achievement of the goals of the Strategic Plan; and leading the measurement of performance and outcomes of Society programs, services and functions.

Governance, Risk and Safeguarding: this team is responsible for supporting good governance practices throughout the Society; provision of State Council and Board secretariat services; leading the development of organisational policy; safeguarding functions; and enterprise risk management.

Legal: this team is responsible for delivering legal services, and privacy and complaints functions.

Policy and Advocacy: this team is responsible for developing informed public policy positions on issues relevant to the people we serve; directing relevant research; and developing and implementing related advocacy strategies.

Safety and Workforce Operations: this team is responsible for state-wide work health and safety strategy; work health and safety audits; wellbeing; return to work; recruitment and retention; and employment relations.

People Strategy and Development: this team is responsible for people strategy; people policy; diversity; organisational development; and learning and development.

Information and Communication Technology: this team is responsible for state-wide ICT strategy; ICT project management; design and implementation of new ICT systems; ICT service desk, and cybersecurity.

Accountabilities and responsibilities

The Director, Safety and Workforce Operations will:

- Ensure the successful implementation of the Strategic Plan within their team.
- Lead the development, implementation, monitoring and reporting on work health and safety management strategies, policies, processes, and systems to minimise the Society's risk, including safety audits.
- Implement a Society-wide Management Work Health and Safety Committee.
- Oversee the development and implementation of a Society wide health and wellbeing program.
- Lead and/or coordinate investigations into serious work health and safety related incidents.
- Act as the central contact for the Society's workers compensation insurers and brokers during claim and service reviews.
- Oversee the development of effective recruitment and retention strategies.
- Lead the development, implementation and monitoring of effective systems for workforce operations, including for recruitment, onboarding and offboarding.
- Lead the development, implementation, and monitoring of the provision of efficient and effective Employment Relations Business Partnering to the organisation.
- Provide high level industrial relations advice regarding employment programs involving complex industrial and employment arrangements.
- Oversee the management of employment relations issues related to our members, staff and volunteers including disputes and grievances, union consultation, performance management processes and termination of employment, to ensure organisational compliance with relevant legislation, industrial instruments, Society and Government policy.
- Ensure that the Society effectively safeguards children.
- Ensure that staff complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct; and comply with the organisation's Workplace Health and Safety program.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, external governing body, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Ensure the effective implementation and operation of a Management Work Health and Safety Committee.
- Ensure that all of our people have completed safety awareness and training through the Learning Management System.
- Ensure the Society's work health and safety spend is allocated more on prevention measures than on injured workers.

- Ensure continuous reduction in the number of preventable accidents and the number of workers' compensation claims.
- Ensure development of effective recruitment and retention strategy; recruit and retain high quality candidates.
- Ensure operation of effective workforce operations systems.
- Manage employee relations through effective processes and provide accurate, timely and strategic advice to support effective management of employee relations issues.
- Ensure employee relations policies and procedures are legally compliant and reflect the Society's values.

Key working relationships

In addition to the Executive Director, Corporate Services and their direct reports, the Director, Safety and Workforce Operations will foster close working relationships with:

- Executive Director and Regional Directors (Membership, Volunteers and Regional Operations);
- Executive Director and Directors (Vinnies Services);
- Executive Director and Directors (Commercial Enterprise, Fundraising and Communications);
- Director, Property and Facilities (Finance).

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 4) Lead excellent service provision and advocacy to reduce the impact of poverty and address injustice in our communities.
- **Values based leadership:** (Level 4) Lead and embed the ethos and spirit of the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 4) Lead delivery of strategic priorities with a focus on data driven decision making and efficient and effective use of resources.
- **Collaboration:** (Level 4) Enable a culture of collaboration across the Society to deliver on the Society's mission and Strategic Plan.
- **Change leadership:** (Level 4) Operationalise and lead the change required to deliver the Society's mission and strategic priorities.
- **Team performance:** (Level 4) Enable high performance and capability development across the Society.
- **Digital engagement:** (Level 4) Promote digital engagement of virtual, dispersed stakeholders to maximise efficiency and effectiveness.
- **Innovation and improvement:** (Level 4) Promote and enable innovative approaches to service delivery and ways of working.
- **Financial acumen:** (Level 4) Lead the design and delivery of programs and services that ensure the financial sustainability of the Society.

Role-specific criteria

- Relevant tertiary qualification/s and experience working in human resources, industrial relations and/or workplace health and safety.

- Experience in leading a business partnering function, preferably across a regional network.
- Demonstrated experience in industrial relations roles; capacity to provide high level industrial relations advice; experience in representing organisations in external tribunals and forums.
- Sound knowledge of Workplace Health and Safety and Workers Compensation legislation, Regulations and Australian Standards.
- Experience in the development and implementation of safety or workforce operations management systems to meet the requirements of legislation and best practice.
- Demonstrated experience in injury management and return to work programs.
- Excellent interpersonal and relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders, including at the senior executive level.
- Excellent communication and presentation skills including the ability to develop reports, briefing papers and other documents accurately and in short time frames.
- Ability to travel to Society workplaces across NSW.
- NSW driver licence.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Work Health Safety Auditing and Return to Work qualifications.
- Understanding of generalist Human Resource issues and the interplay with WHS requirements.
- Understanding of the Not for Profit sector.