

Position Description

Position Title:	Manager, People and Culture Partnering
Program/Section and/or Portfolio:	People and Culture
Location:	Any location. Regular travel to other locations will be required.
Reports To:	Group Director, People and Culture
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 8</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our Mission for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable, marginalised and/or at risk.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

About People and Culture

People and Culture is responsible for developing and implementing strategies to enable our people to create an engaging and high performing culture. People and Culture work in partnership and collaboration with management to deliver strategies and with all our people to deliver quality services across the employee lifecycle functions of talent attraction and acquisition, onboarding and probation, performance and development, retention and offboarding. People and Culture will work closely with Mission & Identity.

Position Summary

The People and Culture Partnering function is the core service interface of People and Culture within CatholicCare Victoria with responsibility for collaboratively partnering with clients to develop and maintain an in-depth understanding of their workforce profile, key priorities and business goals to support the provision of People and Culture advice and support services. The function is responsible for proactive advanced query resolution from employees; identifying trends and implementing intervention strategies; providing advice and supporting people management processes; coaching and guiding management; supporting the implementation of change and

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transition processes; and Workplace Health and Safety. The function is also responsible for monitoring legislative compliance and providing advice on legislative changes.

The People and Culture Partnering function works collaboratively across all functions in People and Culture to ensure the delivery of client services and development and implementation of projects, programs and initiatives.

The Manager, People and Culture Partnering is responsible for developing, implementing and monitoring partnering processes to ensure the proactively delivery of client consultancy and advisory services to support them in achieving their business objectives, including the provision of specialist advice. The position will lead a small team and will also have responsibility for designated client portfolios.

The Manager, People and Culture Partnering is furthermore responsible for monitoring and ensuring compliance with legislative requirements in collaboration with other Manager and Lead positions and the Group Director, People and Culture.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Strategic Planning and Operational Implementation	<ul style="list-style-type: none"> • Work collaboratively with the Group Director, People and Culture; Manager and Lead positions to contribute to the development of the CatholicCare Victoria People and Culture Strategy. • Work collaboratively with the Group Director, People and Culture to develop, implement and monitor operational plans for People and Culture Partnering. • Work collaboratively with People and Culture Manager, Leads and Partners (including other positions) to ensure the effective and efficient delivery of client services through the implementation of the People and Culture Operational Model, including identifying and resolving continuous improvement requirements. • Monitor and report on contemporary, best practice developments and trends to inform decision-making within People and Culture.
People and Culture Partnering Services	<ul style="list-style-type: none"> • Ensure the development, implementation and monitoring of People and Culture Partnering processes and practices to ensure the effective and efficient delivery of value-adding client consultancy and advisory services. • Provide reporting that leverages workforce insights and analytics to support clients in workforce planning and people management, including providing recommendations, solutions and early intervention strategies based on analysis of reporting. • Lead and support the People and Culture Partnering team in work collaboratively with designated clients to: <ul style="list-style-type: none"> – enable them to engage with and fully utilise People and Culture policies, procedures, processes and systems to support them in achieving their business objectives; and – support them in achieving their optimum workforce profile through a comprehensive range of people management practices. • Support clients in the proactive implementation of conflict and grievance resolution, probation and performance management processes in accordance with People and Culture policies and procedures. Where required, manage and support formal processes and investigations. • Ensure specialist input into client business strategies and plans to support linkages with People and Culture and employee engagement.

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	<ul style="list-style-type: none"> Act as a senior People and Culture Partner and provide Partnering services to designated clients by working collaboratively with them in engaging with and fully utilising People and Culture policies, procedures, processes, systems and people management practices to support them in achieving their business objectives and optimum workforce profile.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> Work collaboratively with People and Culture Partners and clients to implement Workplace Health and Safety policies, procedures and processes. Ensure the management of WorkCover and Return to Work processes as per legislative requirements. Ensure all People and Culture Partners maintain knowledge and skills in Workplace Health and Safety, WorkCover and Return to Work legislation and processes. Oversee the implementation of wellbeing initiatives.
Employee Relations and Legislative Compliance	<ul style="list-style-type: none"> Maintain up-to-date knowledge on legislation. Provide advice and represent CatholicCare Victoria on employee relations and employment related matters. Monitor compliance with legislation. Monitor and report on changes to legislation, and implement processes to ensure compliance.
Policies and Procedures	<ul style="list-style-type: none"> Develop policies, procedures, guidelines and other documentation. Contribute to the implementation and monitoring of policies, procedures and guidelines.
People and Culture Programs and Projects	<ul style="list-style-type: none"> Undertake programs of work and projects aligned to the People and Culture Strategy, operational/business requirements and CatholicCare Victoria goals. Lead strategic projects at organisational level, including but not limited projects on employment conditions, employee relations (including organisational culture) and key people and culture policies. Implement People and Culture programs and projects cross-functionally within People and Culture and across CatholicCare Victoria. Contribute to the successful development and implementation of all programs of work and projects within People and Culture.
Relationship Management	<ul style="list-style-type: none"> Establish and build positive relationships with internal clients demonstrating empathy and business judgement in interactions and in provision of consultancy and advice. Support the People and Culture Partnering team in building and driving successful relationships across CatholicCare Victoria while actively promoting a positive and consultative People and Culture engagement with internal clients. Establish and build effective relationships with employee representatives, including union/s, to support collaboration and positive outcomes. Represent CatholicCare Victoria in interactions with stakeholders.
People Management	<ul style="list-style-type: none"> Promote a positive workplace culture with a high performing, engaged team. Lead and support People and Culture Partnering in supporting the organisation in periods of change and transition. Supervise and coach direct reports to support them in the achievement of their goals. Ensure the effective implementation of recruitment, onboarding, probation, performance review and development, and learning and development for team in accordance with People and Culture policies and procedures.

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	<ul style="list-style-type: none"> Proactively implement conflict and grievance resolution, probation and performance management processes in accordance with People and Culture policies and procedures.
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The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position works under the broad direction of and reports to the Group Director, People and Culture.

Position/s Reporting to Position:

The position is responsible for managing and supporting the People and Culture Partnering team. The position is responsible for establishing and monitoring work outcomes of the team.

Authority:

The position exercises managerial responsibility. This includes initiating, formulating and managing extensive projects/programs which impact on CatholicCare Victoria’s goals. The position is also responsible for developing and implementing policies, procedures and processes.

The position has responsibility for decision-making within the constraints of the delegation’s policy, procedure and guidelines of CatholicCare Victoria.

The position will operate with significant independence of action within the constraints of CatholicCare Victoria’s policies and procedures.

Stakeholder Relationships

Internal Relationships:

- Operates as a member of the People and Culture team.
- Works with Quality and Risk on legislative and regulatory compliance.
- Collaborates with and provides consultancy and advice to program and service managers and employees.

External Relationships:

The Senior Manager establishes and maintains key external relationships with external organisations and service providers including but not limited to:

- Employer associations.
- Legal advisors and consultants.
- Professional associations and networks.
- Union/s.

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others’ health and safety within the workplace;

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- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

The position is also required to ensure a safe and healthy work environment for all employees, contractors, clients, volunteers and visitors.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Code of Ethics and Conduct for CatholicCare Victoria;*
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- Inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Tertiary qualification in Human Resources Management, Employee/Industrial Relations, Business or related field.
2. Legal qualification and/or post graduate industrial relations qualification highly regarded.

Experience

3. Extensive relevant experience.

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4. Demonstrated success as trusted advisor on complex employment and industrial relations matters; grievances and investigations; Workplace Health and Safety; and WorkCover.

Knowledge, Skills and Attributes

5. Demonstrated expertise in legislative requirements, including, but not limited to the *Fair Work Act (2009)*, *Occupational Health and Safety Act (2004)*, *Workplace Injury Rehabilitation and Compensation Act (2013)*, awards and/or agreement relevant to CatholicCare Victoria, and discrimination and harassment legislation.
6. Demonstrated business and financial acumen to ensure the analysis, reporting and delivery of services aligned to client needs.
7. Proven analytical thinking and problem solving skills, including the demonstrated ability to provide solutions based on a thorough analysis of all relevant details, including legislative and business requirements.
8. Demonstrated skills in managing change and providing transition management support to ensure embedding of change objectives.
9. Proven organisational and time management skills, including the demonstrated ability to respond to and appropriately prioritise multiple, competing requirements with a high degree of flexibility to ensure business needs are addressed in a timely, accurate and compliant manner within a dynamic workplace environment.
10. Demonstrated intermediate skills in Microsoft packages, including but not limited Word and Excel, to prepare written documents and reports with detailed data analyses and recommendations.
11. Proven experience in utilising Human Resources Information System to provide and oversee the delivery of client consultancy and advisory services.
12. Demonstrated experience in managing and supporting a team to achieve objectives.
13. Demonstrated commitment to maintain appropriate confidentiality.

Child Safety

14. 12. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.

Other Requirements

- Current Driver's Licence
- Current Working with Children Check Card
- Current Australia-wide Police Check
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas
- International Police Check (where applicable)
- Right to Work in Australia

Please note, CatholicCare Victoria will conduct the Police Check/s.

It is the incumbent's responsibility to maintain a current valid driver's license, Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertake a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

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This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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