

Job Description

Team Leader or Specialist



Job Title: People and Culture Business Partner –	Program: People and Culture
Award: Social Community Home Care & Disability Services Award	Classification Level: Level 6
Reports To (Title): Manager People and Culture	Direct Reports: None
Manager Signature	Date
Incumbent Signature	Date

About our Organisation

ac.care is a non-government organisation (NGO) that encourages excellence, improvement and growth at both an organisational and individual level.

Everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience the same seamless and consistent service across all touch points in a welcoming and non-judgemental environment

About the Job

The People & Culture Business Partner will work with the Manager for People & Culture, and the People & Culture team to deliver comprehensive and specialist human resources services and support throughout the employee lifecycle. The role will provide collaborative support with programs and program managers to guide leadership development. It is preferred to bring experience with Learning & Development as well as some Industrial Relations.

The role is responsible for supporting the implementation of the ac.care strategy by managing HR processes and providing specialist advice in work health and safety, recruitment, consulting, employment contract management, performance and discipline, termination and general HR duties. The role will also act as a Return-to-Work Coordinator in the relevant region.

In addition to providing generalist support to designated business units this role leads the development of learning and development strategies, plans and programs which underpin the ac.care People & Culture Strategy and contribute to building a learning culture across the organisation. The role will also contribute to the delivery of innovative learning and development programs across the organisation.



Job Description

Team Leader or Specialist



Key Responsibilities

Work Health and Safety

- Support the development and implementation of ac.care's WHS&W strategy, systems, and reporting, by identifying and sourcing appropriate training programs and resources to meet the requirements of the plan.
- Actively identify and report hazards in the workplace and participate in risk assessments when required.
- Comply with and advocate for all WHS&W policies and procedures.
- Undertake Return to Work Coordinator responsibilities as required. Provide support and guidance to injured employees and their respective managers following a work related injury. Assist employees to remain or return to work as soon as possible following injury, monitoring their recovery and capacity for work and liaising and engaging with the employees medical team.

Recruitment

- Support recruitment processes across the organisation by assist with developng recruitment specifications and placement of advertisements.
- Provide gudance and advice on conductin g interviews and processes as required.

Policy Development

- Lead, identify and coordinate changes in policy and procedures governed by legislation, industrial requirements and contractual obligations to ensure compliance.
- Work collaboratively with and support the People and Culture team to identify, manage and process changes to policies, practices, frameworks and guidelines.

Employee Relations

- Provide sound employee relations advice and support on complex people matters including disciplinary, performance, misconduct and termination processes to ensure organisational compliance with relevant legislation and industrial relations.
- Ennsure compliance with the relvant policies and procedures when dealing with such matters.
- Liaise with legal advisors and other specialists regarding people related issues where external advice and advocacy is required.

General Advice and Support

- Support the effective development and implementation of systems and processes to achieve strategic and operational P&C objectives while ensuring compliance with relevant policies, procedures, agreements and legislation.
- Work collaboratively with and support other members of the P&C to ensure all day to day matters are handled efficiently and with an appropriate level and quality of service.



Job Description

Team Leader or Specialist

Learning & Development Oversight

- Assist in the ongoing development and implementation of a Learning & Development (L&D) culture aligned to strategic and operational priorities, including a leadership development framework encompassing coaching, mentoring, and succession planning.
- Monitor the impact of and report outcomes of L&D initiatives to the Manager P&C.
- Collaborate with other members of the PC Team, and internal customers to identify training needs and development opportunities across the organisation.
- Support development programs which contribute the retention of an engaged and high performing workforce.
- Manage the organisation's Learning Management System (LMS) through the UKG platform including the identification of programs appropriate to be included on the system.
- Coordinate the learning calendar curriculum 12 months in advance and coordinate communications to support planning and effective implementation.
- Work collaboratively on learning and development projects which address key priorities such as leadership development, performance management, culture, and engagement to support the delivery of key milestones and outcomes.
- Facilitate learning and development workshops and manage the coordination of event and logistics for learning and development initiatives to ensure effective service delivery

Key Relationships

Who	Why
Internal	
Manager People & Culture	<ul style="list-style-type: none">• Escalate issues, keep informed, advise and receive guidance and instructions• Provide regular updates on key programs, issues and priorities• Collaborate and take direction to ensure overall coordinated approach to all activities• Identify risk, opportunities and emerging and contentious issues to facilitate informed decision making by the management team
People & Culture Team	<ul style="list-style-type: none">• Work closely and collaboratively to develop and implement a cohesive, integrated and comprehensive offering



Job Description

Team Leader or Specialist

	<p>of learning programs across the Organisation</p> <ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving business outcomes and a positive employee experience
Client Groups	<ul style="list-style-type: none"> • Provide customer focused advice to influence decisions regarding learning and development initiatives • Articulate needs and requirements, collaborate with to negotiate solutions and provide regular updates • Address/respond to queries, provide advice where possible, or redirect to relevant party for review and resolution
External	
Training Providers	<ul style="list-style-type: none"> • Identify providers with the capabilities and programs to meet organisational needs • Consult, give and obtain information, negotiate required outcomes and timeframes and develop and maintain ongoing working relationships and networks
Other care providing organisations	<ul style="list-style-type: none"> • Partner with agencies to share and develop initiatives and business solutions and collaborate in program provision, where appropriate.



Job Description

Team Leader or Specialist

Special Conditions

- Hold a current SA drivers licence 'Class C' or interstate equivalent
- Working with Children Check
- National Police Check
- Out of hours work may be required from time to time
- Intrastate travel will be required, some interstate may be necessary.

Key Selection Criteria

Essential

- Relevant tertiary qualifications, skills and/or experience in leading the provision of generalist people and culture services in a service and excellence focussed organisation with high levels of compliance requirement..
- Experience in providing specialist advice on skills and capability development.
- Experience in identifying and delivering Learning & Development programs with a continuous improvement mindset.
- Completion (or willingness to complete) Certificate IV or equivalent in Training and Assessment
- Understanding and knowledge of industrial relations, fair work & national employment standards, employment agreements and work health and safety legislation.
- Strong communication skills.
- A preparedness to drive positive culture across the organisation, supporting the positive brand growth of the People & Culture team.
- Strong management and leadership skills, including ability to mentor and develop staff.
- Demonstrated ability to build effective relationships internally and externally with clients, intermediaries and service providers.
- Customer focus with a commitment to deliver excellent service and ability to work under pressure and be self-motivated with a high level of initiative and responsiveness when dealing with senior stakeholders.
- A forward-thinking mindset with a focus on innovation and future-proofing the organisation
- Strong problem-solving skills and the ability to adapt to rapidly changing business environments.
- Proficiency in MS Office products and systems that support HR management functions.

Highly Regarded

- Experience working with Aboriginal and Torres Strait Islander peoples, families and communities.
- Experience working with people from culturally and linguistically diverse (CALD) backgrounds.
- Can act with agility and flexibility to change direction in a fluid environment.



Job Description

Team Leader or Specialist

Core Competencies

Competency	Behavioural Indicators
Shapes strategic thinking	<ul style="list-style-type: none">• Awareness of sector developments and trends to inform ac.care strategy, services and decisions• Contribute to the development and achievement of strategic and business planning
Achieves results	<ul style="list-style-type: none">• Identify and organise resources required to accomplish team work plans within realistic timeframes• Evaluate teams and individuals in relation to clear performance objectives and make objective assessments of team and individual strengths and development needs
Drives business excellence	<ul style="list-style-type: none">• Evaluate, investigate, and analyse systems, processes and information to find solutions and drive continuous improvement• Encourage others to try new things, take risks, and challenge the status quo by letting go of routine and questioning the way things have always been done
Leading self and others	<ul style="list-style-type: none">• Champion change initiatives and motivate others to accept and adapt to new requirements or ways of working by being enthusiastic and energetic• Accept criticism of own ideas and respond in a thoughtful and considered way• Address performance shortfalls quickly, fairly and openly providing constructive feedback
Builds relationships and engages others	<ul style="list-style-type: none">• Foster teamwork, celebrating and recognising cooperative and collaborative behaviour• Leverage diverse views and perspectives to develop new approaches to delivery of outcomes• Manage formal and informal professional relationships to achieve ac.care strategy

