

Employment

Position Description

Position:	People & Culture Advisor
Award:	<i>Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025</i>
Classification:	As per Enterprise Agreement
Status:	As per Contract of Employment
Qualifications:	Tertiary qualifications in HR, Business or equivalent field, and several years' experience in a generalist HR role.

Position Objective(s)

The People and Culture HR Advisor will support and partner with Lyndoch Living's leaders and managers to drive organisational performance and capability through the delivery of exemplary people management, and generalist human resources advice. Working closely with the People and Culture Team, the Advisor provides high level Industrial Relations advice to senior leaders and management on Industrial Relations issues, providing technical and professional support and advice on all employment related matters including interpretation of relevant Awards and Enterprise Agreements, including risks and solutions related to the needs of the organisation and its people.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "nine pillars" have been identified.

One Team

We value and recognise individuality as a vital part of developing a unified voice.

Pride

We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming Workplace

We encourage warm, friendly and respectful interactions across all aspects of our service.

Yes Culture

We always start with 'yes' in every deliberation.

Customer Service

We ensure that customers feel engaged and valued in every interaction.

Innovation

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

Fun and Enjoyment

We recognise that fun and enjoyment are critical to success.

Social Purpose

Through the social conscience of our staff and consumers we actively engage with causes that impact our local community

Safety

We actively promote safety through the provision of innovative and high quality training, monitoring of risk, and compliance with OHS regulations

Key Responsibilities and Duties

Provide technical and professional support and advice on all employment related matters including, EBA interpretation job design, workforce planning, change management and management of employee relations matters.

Leadership and Culture

- Foster and actively promote the organisational values, 'The Lyndoch Way' and contribute to creating a culture that reflects the values, innovation, staff development, performance improvement and best practice.
- Identify and uplift leadership capabilities to lead high performing teams that deliver on the customer experience outcomes.
- Advise and support managers to build a respectful and inclusive workplace culture that reflects Lyndoch Living's Vision and Values.
- Identify and support the development of talent for succession planning.

Best Practice Support, Advice & Systems

- Provide high level, reliable Industrial Relations and Human Resources employee relations advice and solutions
- Support leaders to make well informed decisions when interacting with staff and unions by providing strategic recommendations, having assessed risks, opportunities and alternatives.
- Support managers in developing staffing strategies towards meeting their staffing requirements and KPIs, including managing all areas of leave, workforce FTE, and staff turnover.
- Provide technical advice and assistance to all employee and business leaders across a range of employee relations matters including counselling, performance management, grievances, fitness for work, capability development and discipline procedures.
- Conduct workplace investigations and make recommendations about employee relations matters including disciplinary processes, bullying, equal opportunity, Enterprise Agreement and/or Award interpretations and terminations.
- Ensure employee related grievances are resolved quickly, amicably and confidentially.
- Assist and coach managers to develop and implement Performance Plans to effectively respond to issues affecting work performance including work related grievances such as bullying are actioned within a timely manner.
- Evaluate trends and processes to improve existing HR practices across the organisation
- Identify opportunities within the HR processes and systems, to ensure continuous improvement and provide sound recommendations to the People and Culture Operations Manager and wider team.
- Support change projects by providing qualified advice and guidance on industrial frameworks and best practice.
- Support the People & Culture team in developing and implementing HR policy and practices that reflect best practice.
- Ensure all HR queries are acknowledged and actioned in a timely manner.
- Stay current with employee relations trends, regulations and legal requirements

Workforce Planning

- Support Workforce Development teams on HR subjects such as;
 - Workforce profiling, analysis and planning;
 - Talent acquisition, including development of creative recruitment solutions and campaigns;
 - Workforce capability improvements and employee experience initiatives;
 - HR projects, performance management, retention, safety and wellbeing.
 - Partner with managers and leaders to monitor staff leave and trends in personal leave, annual leave and long service leave
- Contribute to and support the roll out of feedback / engagement surveys and subsequent action plans.
- Identify and support the development of talent for succession planning.

Project Management

- Play a key role in the implementation and project management of key people projects and systems.

Reporting, data analysis and compliance

- Prepare and interpret reports for employee data analytics and reporting as required.
- Monitor and report on probation periods and other compliance activities as required.
- Support the organisation to ensure compliance with Enterprise Agreements, Awards, relevant legislation, ethical standards and other audit requirements.

Organisational Relationships

Reports to: Operations Manager - People & Culture

Supervises: Nil

Internal Contacts: All Lyndoch staff, consumers, families, broader People & Culture Team

External Contacts: Members of the public, contractors, suppliers

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- A record of success in HR or IR related roles.
- Broad skills to support a high quality HR Advisor service; including workforce planning, recruitment, employee development and engagement, performance management and HR admin.
- Working knowledge of Enterprise Agreements and Awards demonstrated ability to provide sound technical interpretation.
- Understanding of relevant legislation such as the Fair Work Act, Equal Opportunity, Occupational Health & Safety.
- Understanding and experience of a unionised workforce environment is highly desirable.
- Experience in managing complex employee relations matters, including, grievances and disciplinary issues.
- Proven ability to implement and deliver HR-related projects, process improvements and initiatives.
- Excellent verbal and written communication skills.
- Sound influencing, stakeholder engagement and negotiation skills.
- Strong time management and organisational skills including the ability to work in a changing environment, demonstrating flexibility and problems solving skills.
- Ideally, tertiary qualifications in Human Resources, Business or an equivalent field.

Management Skills

The following management skills are required to be utilised:

- Ability to provide advice, develop options and creative solutions, analyse risks, exercise sound judgement, and solve problems.
- Proven ability to lead and influence to achieve personal and professional goals.
- Natural people leader and able to support and advise a range of stakeholders.
- Able to work autonomously and as part of a team.

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Ability to develop strong working relationships by building credibility, respect and rapport with stakeholders.
- Self-motivated, keen to learn and develop professionally.
- Strong values and an approach of treating others with dignity and respect.
- Demonstrated ability to prioritise and multitask operational demands and strategic project initiatives.
- High standard of personal and professional ethics.
- Attention to detail and take pride in producing a high standard of work.
- Resilient and able to work in a fast paced and high demand environment.

General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures.
- Participate in quality activities within the work area to improve the efficiency of the Department.
- Participate in relevant training to ensure continued professional development for the betterment of the organisation.
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities.

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by: Director of Innovation and Organisational Development

Date: September 2022