

## SENIOR PEOPLE & CULTURE BUSINESS PARTNER

### POSITION DETAILS:

<b>Position Title:</b>	Senior People & Culture Business Partner	<b>Reports To:</b>	Executive Manager People & Culture
<b>Department/Division:</b>	People & Culture	<b>Direct Reports:</b>	People & Culture Business Partners, People & Culture Officers

### POSITION SUMMARY

Reporting to the Executive Manager People & Culture, this role is responsible for providing an informed, professional and effective service across all aspects of human resources for Southern Cross Care (TAS) Inc. (SCC). Duties include but are not limited to recruitment, generalist HR support, incident and complaint investigation, policy and procedure management, coaching managers, compliance as well as providing guidance on day-to-day IR/ER matters.

### KEY RESPONSIBILITIES

#### People & Culture (P&C) Strategy

- Assist with the development and implementation of policies, procedures, and systems to support the P&C Strategy.
- Develop and provide training to managers and staff to support HR strategy.
- Provide high-level leadership and operational information based on contemporary HR trends.
- Undertake P&C projects, in line with the overall business and P&C Strategy.

#### Organisational Change

- Support the Executive Manager P&C to manage organisational change processes.

#### Recruitment and Onboarding

- Together with the Learning & Development Manager, oversee the organisation's selection, training, development, and succession planning.
- Participate on interview panels, as required, and ensure compliance with SCC onboarding procedures.
- Ensure all employees experience an appropriate orientation process and attend organisational induction.
- Oversee probation processes.

#### P&C Reporting

- Coordinates regular P&C reports for the Executive and Management Team.
- Prepares other ad hoc reports, as requested by the Executive Manager P&C.
- Advise and support managers in the implementation of strategies designed to respond to QPS benchmarking data results.

#### P&C Administration

- Ensure all P&C systems, policies and procedures are maintained and utilised in accordance with intended purpose.
- Assist with P&C system tender preparation and implementation processes.
- In consultation with the Quality Team, oversee the completion of the P&C Audit process.

#### Industrial Relations

- Provide coaching, support and advice in relation to employee relations and human resource matters including performance management processes, grievances and interpretation of the enterprise agreement.
- Prepare responses to formal disputes/grievances raised by external industrial organisations/bodies.
- Participate in enterprise bargaining negotiations as required.

#### Workers Compensation and Rehabilitation

- Work in conjunction with the Injury Management Coordinator to actively progress all workers compensation matters and worksite rehabilitation processes to facilitate an early resolution of all claims.

#### Organisational Culture and Wellbeing

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- Assist the Executive Manager P&C with the development of strategies in response to the organisation's staff survey and other feedback mechanisms in order to achieve a positive workplace culture and a sense of wellbeing amongst staff.
- Review all staff exit surveys, undertake reviews where necessary and report on outcomes for the purposes of informing future P&C strategy and providing feedback to Managers.
- Develop tailored strategies with the management team to address staff absenteeism.
- Process hardship fund applications for approval by the Executive Manager P&C.

### Staff Development

- Collaborate with the Manager Learning & Development to facilitate SCC's rewards and recognition program and other development programs to ensure training objectives are achieved.
- Provide guidance and mentoring for P&C Business Partners and P&C Officers.

### KEY PERFORMANCE INDICATORS

- Reports provided on time , including insightful analysis.
- Recruitment, induction and onboarding requirements are achieved for all new employees.
- Performance Management issues are dealt with in a timely manner.
- P&C systems, policies and procedures are applied consistently across the organisation.
- Staff survey results indicate an engaged workforce.

### SELECTION CRITERIA

#### Essential:

- Tertiary qualifications in human resources management, or extensive experience in a senior HR role .
- Sound knowledge of employment-related legislation, including the ability to interpret industrial instruments and provide accurate advice to management.
- Proven ability to provide coaching to managers to enhance team-leading, communication, performance management & employee relations capabilities.
- Proven track record in building and sustaining respectful and effective working relationships with a broad range of internal and external stakeholders.
- Highly developed written and verbal communication skills.
- Ability to work autonomously and proficient in MS Office (Word and Excel).
- Demonstrated ability to conduct research, gather evidence, analyse information and take a data driven approach to problem solving.

#### Desirable:

- Understanding of the Aged Care Quality Standards and the industry
- Evidence of current C class drivers licence and willingness to travel for work purposes, including driving state-wide to attend SCC facilities.

#### Personal Attributes:

- High ethical standard, trustworthy and maintains confidentiality.
- Works well individually and as a team member.
- Good attention to detail, efficiency and effectiveness.
- Has consideration and respect for others and their views.
- Adapts to changing environments and demands with resilience.
- Enthusiastic, energetic, projects a positive image.

### SPECIAL EMPLOYMENT CONDITIONS

- Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than six months old on employment and that complies with the requirements of the *Aged Care Act 1997* prior to commencement of employment.

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<ul style="list-style-type: none"> <li>• Required to sign the organisation’s Confidentiality Agreement.</li> <li>• All SCC employees, volunteers, and contractors must hold a valid registration to work with vulnerable people with an NDIS endorsement as this is a condition of registration for all NDIS providers under the NDIS Act 2013 and SCC Safety Screening Policy.</li> </ul>			
WORK HEALTH AND SAFETY REQUIREMENTS/CONTINUOUS IMPROVEMENT			
<ul style="list-style-type: none"> <li>• Participate and contribute to Work Health &amp; Safety and continuous improvement practices to ensure a safe work environment.</li> <li>• Ensure that workers comply with WHS policies and procedures.</li> </ul>			
AUTHORISATION:			
Signature:		Date:	
Manager Signature:		Date:	

**POSITION DESCRIPTION**