

POSITION DESCRIPTION

POSITION: Human Resource Manager
DIVISIONS: Centacare FNQ and Catholic Early Learning and Care
SALARY: Community Services Worker Level 7
REPORTS TO: Executive Director

OUR WAY

OUR VISION

An inclusive and resilient community

OUR PURPOSE

Making a difference together

OUR VALUES

Based on Catholic Social Teaching Principles of Human Dignity, Common Good, Solidarity and Subsidiarity

PRACTICE PRINCIPLES

PLACE
BASED

STRENGTHS
BASED

PERSON-
CENTRED

EVIDENCE
BASED

INNOVATIVE

CONTINUOUSLY
IMPROVING

Centacare FNQ and Catholic Early Learning and Care are the community care agencies of the Catholic Diocese of Cairns, providing services to the community of Far North Queensland. The agencies are aligned under one governance model with senior leadership from The Executive Director, Centacare FNQ.

Our Vision aspires to an inclusive and resilient community and is strengthened by our purpose to make a difference in our community together.

COMMUNITY SERVICES WORKER LEVEL 7

Community Services Worker Level 7 (CSW L7) employees operate under limited direction and exercise managerial responsibility or operate as a specialist, a member of a specialised professional team or independently. Employees are involved in establishing operational procedures, which impact on activities undertaken and outcomes and program formation. There is responsibility for decision-making and provision of expert advice.

POSITION SUMMARY

The Human Resource Manager (HRM) is responsible for the provision of high-quality HR systems management and support across the agency of Centacare FNQ incorporating Catholic Early Learning and Care (CELC).

This position will partner with Senior Leadership and Management staff to provide strategic and operational Human resource management, consultation, advise and support to assist in the development of high performing and client and service focussed teams. It will ensure best practice industrial relations, workplace relations, organisational development and compliance.

POSITION DESCRIPTION

DUTIES INCLUDE

In consultation with the Executive Director, the HRM may undertake a range of activities including but not limited to:

Human Resource Management

1. Lead the HR Team to provide exemplary, best practice, innovative and effective HR services across Centacare FNQ and CELC.
2. Lead the development and implementation of organisational HR strategies, policies, systems and projects that support HR contemporary best practice.
3. Provide advice and support in developing and implementing people management initiatives including:
 - Developing, implementing and providing effective solutions for the agency on people management in a complex multidisciplinary environment.
 - Provide robust advice, coaching and mentoring to Managers on people, culture and general management issues, including but not limited to employee appraisals, grievance resolution, conduct and performance issues, community complaints, investigations, discipline, anti-discrimination and equity and diversity.
4. Develop and implement internal HR support services in areas such as recruitment and staff selection and skill testing; Position Descriptions; staff performance and development; Staff Exit and continual improvement processes.
5. Contribute to the development and implementation of employee attraction, retention and engagement practices, strategic workforce planning, employee benefit and remuneration and organisational change and training programs.
6. Provide interpretations and advice to senior leaders and managers regarding HR policies, procedures and practices.
7. Implement induction and training programs.
8. Represent the employer in negotiating with Unions and other employee representatives in relation to industrial agreements, disputes, grievance and disciplinary action.
9. Coordinate and/or conduct investigations and prepare timely reports into matters of but not limited to; organisational workforce performance, misconduct, staff grievance, community complaints and allegations and critical incidents.
10. Promote professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
11. Develop effective, collaborative relationships and networks with internal and external stakeholders.
12. Maintain a thorough knowledge of current HR trends and models and relevant legislation.
13. Contribute to regular staff development meetings, plans or strategies.
14. Participate as required in communications with staff and contribute to team meetings, training and planning activities, service evaluation and quality assurance activities.
15. Participate in line management, professional supervision (*where relevant*) and professional development both internally and externally.

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Human Resource Administration

1. Lead the HR Team to deliver on the administrative components of HR in a timely and effective manner including but not limited to:
 - Maintain CELC and Centacare FNQ personnel files.
 - Ensure associated HR support systems are maintained in an effective and timely manner.
 - Maintain Blue Card register/Online Portal, ensuring all employees have a positive Blue Card or Exemption notice.
 - Receive and assess for accuracy and submit Notice of Variation to Payroll processing.
 - Create Employment Contracts and send Contract and employment/payroll documentation to New Appointments.
 - Send payroll documents and Authority to Pay to Payroll for New Appointments.
 - Liaise with Payroll Services to ensure payroll data is correct for processing within the specified timeframes.
 - Monitor FWA national minimum wage rise application to awards and create pay schedule/spreadsheets for payroll.
 - Maintain Break in Service reports, Monthly HR report, 'Actively Working towards' lists, Christmas closure leave bookings.
 - Maintain overpayments or underpayments lists and contact employees accordingly.
 - Create new employee lists for enrolment into 'In Safe Hands' training.

Undertake other duties as directed by those authorised to give such direction, within the scope of expertise and training.

RESPONSIBILITIES INCLUDE:

1. Comply with Policies and Procedures, including the Work, Health and Safety Framework and Guidelines.
2. Contribute to, and be part of, the organisational culture with a focus on Mission and Vision, teamwork, cooperation, client service, quality, safety and confidentiality.
3. Ensure the efficient use and maintenance of employer provided materials and equipment.
4. Maintain a high level of skill in Microsoft Office and other database management systems.
5. Deliver culturally appropriate services.
6. Contribute towards continuous improvements in the workplace.
7. Promote the organisations range of programs.

KEY RESULT AREAS

The HRM is required to demonstrate performance in the following key result areas as part of the annual review process.

1. Work plan objectives attached to the position are met.
2. Implemented and maintained effective HR strategies, policies and procedures.
3. Provision of accurate and relevant HR advice and support to management and staff.
4. Positive feedback is received on the quality of own leadership and management style.
5. You have effectively completed all administrative functions of the role.
6. Data is managed and maintained in an appropriate format for use as required for reporting purposes.

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7. Adherence to the quality system including organisational policies and procedures specific and relevant to the role.
8. Compliance with Work Health and Safety Policy and Procedures and instructions provided in respect to the Health and Safety of yourself and other persons.

SELECTION CRITERIA

1. Bachelor's degree or qualifications in Human Resources and Industrial Relations and WHS.
2. Five or more years' experience in Human Resources.
3. Three or more years' experience in the supervision and development of a team, and in Industrial Relations and Employee Relations.
4. Highly developed interpersonal and communication skills with proven ability to engage and develop critical relationships and networks with external and internal stakeholders.
5. Highly developed organisational and administrative skills with the ability to manage priority projects and maintain HR information systems and data.
6. Knowledge of and experience in administration, fast and accurate data entry and a high level of oral and written communication skills.
7. A strong team player with a collaborative, consultative and pro-active approach.
8. A valid Positive Notice Blue Card—No Card, No Start laws apply.
9. Prescribed number of doses of a COVID 19 vaccine approved for use in Australia by the Therapeutic Goods Administration. Evidence of vaccination will be required prior to commencement.
10. As a genuine occupational requirement, the position requires that the Employee's conduct and lifestyle align with principles of Catholic Social Teaching.
11. Have and maintain an open unrestricted Driver's Licence.
12. Have and maintain a satisfactory National Police Certificate.

SAFEGUARDING STANDARDS

The Roman Catholic Trust Corporation for the Diocese of Cairns has standards of conduct for workers to maintain a safe and healthy environment for children. Our commitment to these standards requires that we conduct working with children checks and background referencing for all persons who will engage in direct and regular involvement with children and young people (0 - 18 years) and/or vulnerable adults. The organisation is fully committed to child safety and has a zero-tolerance to abuse of children or vulnerable adults.

Statements included in this description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive. All staff members are required to carry out all duties in accordance with '*Our Way*', policies and work instructions of Centacare, and relevant service agreements and to act at all times with integrity and professionalism.

POSITION DESCRIPTION

I note that position descriptions are under periodic review, and may be changed, after consultation, at any time.

Name:

Signature:

Date: