

POSITION: Human Resources Advisor

REPORTS TO: Head of Human Resources Operations

DATE CREATED: January 2023

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

JOB CONTEXT

The People & Culture (P&C) team provides leadership in the development and provision of HR strategies and practices that position Melbourne City Mission (MCM) as an employer of choice in the sector. The team provides expertise, leadership and support to MCM's operational programs across a range of areas including:

- Industrial/employee relations and enterprise bargaining
- Workforce planning
- Organisational culture
- Legislative compliance and policy development
- Staff attraction and retention
- Coordination of HR information systems and workforce reporting
- Performance management
- Payroll, superannuation and salary packaging administration
- Learning and Development
- Occupational Health and Safety and Workcover

JOB PURPOSE

The Human Resources Advisor supports service areas to effectively operate and deliver their core businesses through quality people leadership and management, by providing quality HR advisory and support services.

JOB OBJECTIVES

Deliver high quality HR advisory and support services by:

- Providing generalist HR advice and support to managers and employees in relation to recruitment, employment changes, remuneration, probationary periods, performance management, and employee relations
- Effectively engaging quality people leadership and management practices across the organisation

- Understanding the business and workforce and make appropriate HR considerations for advice and support
- Effectively interpreting awards, enterprise agreements and MCM policies & procedures to provide sound advice to managers and employees
- Engaging and maintaining collaborative and effective working relationships with key stakeholders
- Consulting with hiring managers to develop and implement innovative and targeted attraction strategies and providing dedicated support to programs experiencing high volume recruitment or low applicant response rates
- Supporting and advising line managers to effectively manage performance matters (including probation management) to appropriate outcomes
- Supporting workplace investigations of grievances and complaints and making recommendations to facilitate corrective actions and/or other resolutions
- Supporting the People team in negotiating and providing analysis for enterprise agreement negotiations
- Supporting monthly and quarterly reporting activities, including employee surveys, monthly recruitment, absenteeism and turnover
- Assisting with recruitment and employment administration when required
- Working from different MCM locations to effectively engage with managers and their workforce and understand the services and workforce matters

Ensure the ongoing compliance of the MCM workforce by:

- Providing timely and accurate employment safety screening advice to managers and employees and taking actions where appropriate
- Providing compliance and employment safety screening support
- Making timely and accurate notifications to reportable conduct schemes and bodies (arising from workplace incidents)
- Keeping abreast of employment legislative updates and changes and support the application of changes where appropriate
- Participating in regular HR compliance audits
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards

Contribute to continuous improvement in service delivery by:

- Identifying and contributing to process improvement to create business efficiencies and improve user experience for stakeholders
- Driving improvement opportunities in human resources information systems content and design and building continual subject matter expertise and superuser status
- Effectively working together with colleagues to deliver quality HR practices
- Engaging in professional development and training of self and colleagues to build capability

- Assisting in the delivery of HR education and training programs to build manager capability
- Contributing to HR projects to improve existing service or implement new initiatives
- Participating in regular supervision, meetings, performance appraisals, and training as required
- Performing other duties and responsibilities, as directed by the Head of HR Operations, Human Resources Business Partner, or delegate(s)

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are:

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| Internal Relationships | <ul style="list-style-type: none"> • MCM service areas • Corporate Services • Strategy & Engagement |
| External Relationships | <ul style="list-style-type: none"> • Professional associations and bodies • Recruitment and advertising agencies • Unions |

KEY SELECTION CRITERIA

Essential:

- Tertiary qualifications in a HR or a related discipline
- Generalist HR knowledge and experience in providing advisory services
- Ability to understand and interpret enterprise agreements, awards and employment legislation
- Written and verbal communication to effectively engage others, manage conflict and negotiate appropriate outcomes
- An understanding of and experience with performance management, investigating complaints, grievances and allegations
- An understanding of best practice recruitment and retention strategies and trends
- Ability to work autonomously and as part of a team
- Current Victorian Driver Licence to travel to different locations to perform duties

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures
- All employees are subject to MCM's *Employment Safety Screening Procedure*
- Prospective employees are subject to satisfactory completion of employment safety screening prior to their commencement. This includes: National Police check, International Police check (if required), a Victorian Working with Children Check, and the Right to Work in Australia
- Prospective incumbents who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check where it forms part of the Safety Screening requirements for DHHS funded services or NDIS Risk-Assessed roles. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Home Affairs website: <https://immi.homeaffairs.gov.au> (search 'police check')

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

| KEY AREA | BEHAVIOURAL CAPABILITIES |
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| PARTNERSHIPS | Influence & Persuasion Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with. |
| PARTNERSHIPS | Collaboration & Cooperation Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things. |
| PARTNERSHIPS | Resolves Disagreements Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties. |
| REPUTATION | Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation. |
| REPUTATION | Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues. |
| PEOPLE | Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments. |
| PEOPLE | Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential. |
| PEOPLE | Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference. |
| PEOPLE | Wins Hearts & Minds Contributes to an environment where people want to do their best work, and show commitment to the One MCM Purpose and Philosophy. |

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

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| | We are inclusive and accepting of difference. |
| Together | We work in highly effective teams and our people are connected across our organisation. We engage proactively with others to deliver outcomes. |
| | We speak up constructively in line with our convictions. |
| Courageous | We pursue our goals with determination. We are passionate about our advocacy role. |
| | We are inquisitive and ask why. |
| Curious | We challenge the status quo. We actively explore the alternatives. |
| | We are transparent and have genuine, honest interactions. |
| Open | We listen and hear people's voices. We value and respect the autonomy of clients. We trust one another. |
| | We act safely in all our interactions. |
| Accountable | We manage within our financial and resource boundaries. We own our outcomes and decisions. We are proud of the work that we do. |