

## Position description

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# Manager - People Capability and Culture

## Section A: position details

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Position title:	Manager - People Capability and Culture
Employment Status:	Full time 12 month - Parental Leave Back Fill
Classification and Salary:	Level 1/2, Neami Senior Management and Specialist Remuneration (\$96,616 - \$116,313)
Location:	Neami Head Office, Preston
Hours:	Monday to Friday 9:00am – 5:30pm with some flexibility
Contract details:	12 Months - Max term contract

## Neami National

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in more than 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

Me Well (Mental Health and Wellbeing Australia) is a division of Neami National, focusing entirely on NDIS services. This focus allows us to develop expertise in supporting people under the NDIS, and to tailor our way of working to make sure it's suited to the NDIS. Visit the Me Well website and find out more about our supportive work culture.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

As an organisation based strongly on our mission, vision and values, Neami is committed to demonstrating the highest standards of safety and quality across all of our services. Neami views quality, safety and clinical governance activities as key components of the role and responsibilities of all staff and an essential process in the provision of safe and high quality support services to consumers.

Neami is an equal opportunity employer and welcomes applications from candidates of diverse backgrounds, including Aboriginal and Torres Strait Islander people.

We are a smoke free organisation.

## The Position

### Key responsibilities:

#### Leadership

Ensure all members of the team understand their roles and responsibilities and are performing to their potential by providing an effective and responsive PCC service.

Coach and mentor direct reports to ensure they develop their skills and reach their full potential.

Address performance issues, staff conflict or industrial relations issues in collaboration with the Senior Manager People, Capability and Culture.

Promote a culture of innovation and thinking by supporting ideas that improve processes and PCC outcomes.

Develop robust, productive relationships with key stakeholders across the organisation including Head Office function managers, State and Regional Managers and the executive team.

Act up in the Senior Manager PCC role in their absence.

#### Management

Lead the design and implementation of organisation development initiatives that support PCC business process improvements.

Keep up to date with legislation and IR laws to ensure the C & C Consultants and other members of the team are made aware of any changes.

Up to date knowledge of best practice organisational development initiatives including researching new technologies and developing a business case to introduce these technologies as appropriate.

- In collaboration with the Senior Manager People, Capability and Culture prepare and/or present regular HR reports to the National Leadership Team and Board of Directors on workforce profile and trends to inform strategic workforce development decision making
- Assist with employee engagement initiatives, in consultation with C & C Consultants regularly review employee feedback survey's for on-boarding, exit questionnaires, etc. and follow up on trends and issues as they arise

Provide any government, industry or external body reporting such as WGEA.

Contribute to and in conjunction with the Senior Manager PCC effectively manage the PCC budget.

#### HR advice and policy development

Oversee and provide advice to the C & C Consultants in assisting them in dealing with EBA issues, Award interpretation, IR law, performance management, disciplinary and related processes.

Oversee and provide advice to the team on HR best practice for recruitment, on-boarding, staff variation and off-boarding process.

- Lead and/or contribute as part of the PCC team to planning, co-coordinating, and evaluating a range of projects
- Identify HR policy gaps and develop and implement responses in consultation with the Senior Manager People, Capability and Culture
- In collaboration with the Capability and Culture consultants and the Learning and Development Team, develop and deliver tailored capacity building programs for managers

## Work Health & Safety

We all have a role to play when it comes to health and safety in our workplace. The relevant Occupational Health and Safety legislation in each state sets out responsibilities for employers as well as employees, and also provides a framework for dealing with health and safety issues. Employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others as well as co-operate with any measures introduced in the workplace to improve WHS and to report any incidents/injuries.

## Continuous Quality Improvement

Continuous Improvement is an important aspect of all our roles to ensure we assess, review and change our practices to improve our delivery of service or work processes. Each employee needs to take an active role in promoting and generating improvement processes within their area of responsibility and more generally across the organisation.

## Diversity / Equal Opportunity Employment

Neami is an equal opportunity employer who encourages diversity in the workplace and provides flexible work practices and family friendly policies.

## Confidentiality and Intellectual Property

An important aspect of your role is dealing with confidential information and aspects of privacy as such you will adhere to Neami Policy on Privacy and Confidentiality as updated and approved from time to time.

## Period of employment

12 Month parental leave backfill.

## Accountability

This position will be reporting to the Senior Manager - People Capability and Culture.

## Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Level 1/2, Neami Senior Management and Specialist Remuneration \$96,616 - \$116,313 per annum (pro rata) depending on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

- Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~\$142.00)
- Working with Children checks (required before commencement of work - Blue Card with Yellow Card Exemption or Blue & Yellow Cards (employee responsibility))
- You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia

## The Person

### Qualifications, Skills and Attributes

#### Essential

- Experience in the design, implementation and review of organisational development programs and successful delivery of PCC projects
- Demonstrated experience in building strong relationships with senior stakeholders
- Experience in leading a team of highly skilled HR practitioners
- Working knowledge of Australian workplace legislation and ability to interpret and provide advice on industrial instruments such as an Enterprise Agreement, Awards and the NES
- Experience in overseeing and the management performance and disciplinary issues
- Experience with developing and facilitating PCC programs to effectively support line managers
- Demonstrated ability to think strategically, innovate and deliver at an operational level
- Working knowledge of HR Information Systems and Staff Engagement software
- Relevant HR/Psychology Degree

#### Desirable

- Post Grad qualification in OD or related qualification
- Experience working within the Mental Health or NFP sectors
- Experience with TechOne or similar HRIS
- Knowledge of Culture Amp or similar
- Broader systems experience with e-recruit, on-boarding, etc would be highly beneficial

### Key Performance Indicators (or competencies)

- Partner effectively with Executive Team, Senior Managers, State & Regional Managers and supervisors to ensure their employees are managed effectively within the employment Lifecycle
- Effectively lead and support a team of PCC consultants to provide a responsive and effective service to the Neami Group
- Build and maintain relationships with stakeholders across the Neami Group to ensure PCC initiatives are understood and meet the needs of the organisation
- Ensure projects are delivered to agreed timeframe and to budget
- Effective communication and the ability to present PCC initiatives and projects to get buy-in
- Develop clear and concise business plans that have clear goals and outcomes which improve PCC services and provide a benefit to Neami
- Provide sound advice to managers, supervisors and staff on Australian workplace legislation and industrial instruments
- HR data, systems and reporting is accurate and current

<b>Appraisal</b>	Periodic probation reviews are undertaken within the first 6 months with a final probation assessment undertaken just prior to the end probation period.
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	Regular Practice Development Sessions (PDS) are also undertaken as well as bi-annual performance reviews.
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