

SACS Consulting

Competency Based Recruitment Assignment Specification

Interim Manager People and Culture

for

Melba Support Services

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organisation background

Melba makes a difference by empowering people with a disability to live the life they want. For nearly 50 years we have been supporting people to dream big, be happy and do what they choose and value. At Melba we open up a world of opportunities and make things happen for people to live life – proudly, joyously, creatively, adventurously – the way they want.

Vision, Values & Purpose

Vision

A society that values the individuality and rights of all people.

Purpose

To open up a world of opportunities for people to live a fabulous life.

Values



Human Rights



Passion



Creativity



Flexibility



Fun

Melba's unique value proposition

A capacity to support people with complex needs who cannot be supported easily by other organisations.

An absolute commitment to human rights, positive behavior support and zero tolerance to abuse in all forms together with a strong focus on outcomes.

Moving forward

Through this Strategic Plan, Melba will:

- Support individuals to achieve outcomes
- Drive quality
- Deliver essential back-of-house functions
- Manage change
- Create innovation
- Empower our workforce
- Shape the future
- Simplify services

Goal 1 Drive outcomes and quality

Goal

People purchasing services from Melba receive excellent service that enables them to achieve their desired personal outcomes.

Aspiration

Melba invents the next best practice in disability support provision.

Critical actions

- Measure outcomes through the Personal Outcome Measures tool across Melba
- Enhance service delivery through technology
- Improve communication for people we support through the use of technology
- Establish and nurture reputation in new regions as 'best practice provider'
- Commit at governance and operational levels to a culture of environmental consciousness and responsibility

Cultural imperatives

- Inspire a culture of continuous improvement
- Drive best practice
- Imagine a future of technology-supported service delivery

Risk mitigations

- Use POMs data and research findings to drive quality improvement activities
- Complete rigorous business needs analysis prior to implementing new systems
- Develop comprehensive change management plans for new systems
- Ensure NDIS plans include funding for specialist communication support services where needed

Goal 2 Continue our growth

Goal

Melba will grow to meet the needs of individuals and families. Growth will be managed and considered in locations and services where we can make a positive difference. Excellence in service delivery will be fundamental to growth. Growth will not be at the expense of existing services.

Aspiration

Melba becomes a national disability support provider.

Critical actions

- Consolidate current growth
- Develop scalable, sustainable, responsive, and integrated organisational systems to support organisational growth
- Explore new service delivery locations
- Become a provider of choice to CALD and indigenous communities
- Expand therapeutic services

Cultural imperatives

- Develop community capacity, attitudes, understanding, awareness leading to greater inclusiveness
- Embrace feedback as a vehicle for learning
- Dare greatly

Risk mitigations

- Invest in quality assurance and improvement initiatives, and supporting IT systems, to underpin growth in services
- Undertake workforce initiatives (see goal 3) to sustain service growth

Goal 3 Empower our workforce

Goal

Melba has a vibrant, thriving culture and an engaged, skilled workforce that is inclusive and accountable.

Aspiration

Melba is a world leader in providing disability supports.

Critical actions

- Develop a creative recruitment plan
- Expand succession planning
- Provide comprehensive and tailored learning and development opportunities to support and empower Melba's workforce
- Streamline industrial arrangements
- Measure and act on staff engagement levels
- Promote clear career opportunity pathways at Melba

Cultural imperatives

- Cultivate an empowered and curious workforce and a joyful workplace
- Nurture and embed 'The Melba Way' across all Melba services
- Feed our organisational soul (flexibility, high quality, delivering what we promise)

Risk mitigations

- Conduct exit interviews to inform workforce practices
- Develop additional target metrics to measure and monitor workforce health and performance
- Invest in innovative recruitment strategies

position specification

position

INTERIM MANAGER PEOPLE AND CULTURE

reporting relationships

Reports to:

- ◆ General Manager People and Culture

Direct Reports:

- ◆ Learning and Development Manager
- ◆ OH&S Practice Leader
- ◆ Senior HR Projects Officer

term

10-month fixed term contract

objectives

The Interim Manager People and Culture will support the General Manager People and Culture to provide leadership, supervision and guidance to identified staff in the People and Culture team. This role will also contribute to strategy and take on a range of projects to ensure they are delivered on time, to budget and to a high standard.

position background

This is a newly created contract role.

responsibilities

General Responsibilities

- ◆ Commitment to Melba's vision, missions, values, human rights framework and Zero Tolerance.
- ◆ Compliance with Melba's code of conduct, privacy, workplace health and safety policies and procedures.
- ◆ A commitment to creating and fostering a workplace free from bullying, harassment or any form of unreasonable behaviour towards a person, group of people or Melba.
- ◆ Conduct all duties and responsibilities in accordance with Melba's policies and procedures.
- ◆ Ensuring that all duties, responsibilities and behaviours support and comply with equal opportunity, cultural diversity and human rights values and expectations.
- ◆ Ensuring that interactions with co-workers and people supported are culturally appropriate and sensitive to each individual's needs.
- ◆ Provide opportunities that support people to live a life of their choosing irrespective of their background and differences.
- ◆ Maintain personal knowledge of relevant legislation, service standards and contemporary practices to support the role through professional development activities

People and Culture

- ◆ Ensure staff understand and work in accordance with the NDIS guidelines
- ◆ Maintain a working knowledge of all pertinent industrial agreement

- ◆ Foster and develop a high-performing team with a desire to provide outstanding services to the people who purchase our services
- ◆ Maintain and ensure adequate workforce planning
- ◆ Provide exceptional leadership and strong interpersonal skills
- ◆ Be an empowering and assertive leader
- ◆ Be flexible and resilient
- ◆ Develop strong collaborative partnerships with your team and those in the community who will utilise our services
- ◆ Provide advice and assistance for employees on OHS&W, operational, corporate governance, quality matters as relevant and required from time to time
- ◆ Maximise employee productivity

Occupational Health, Safety and Wellbeing (OHS&W)

- ◆ Take reasonable care of their health, safety and wellbeing and that of others.
- ◆ Observe safe systems of work
- ◆ Follow OHS&W policies and procedures
- ◆ Report hazards, near misses and incidents in accordance with the agreed incident reporting system
- ◆ Contribute to a positive culture in relation to OHS&W and participate in consultative structures

real world outcomes

This document sets out the Real World Outcomes and the resultant core competencies that relate to the position.

RWO	measurement
Staff Leadership	The Interim Manager People and Culture has provided effective leadership, support and guidance to identified staff in the People and Culture team. Measurement is the direct feedback of staff and the satisfaction of the General Manager People and Culture.
Project Management	The Interim Manager People and Culture has successfully delivered projects on time, on budget and to a high standard. Measurement is the satisfaction of the General Manager People and Culture.
Safety	The Interim Manager People and Culture has provided guidance and support for safety related issues including advice to the OH&S Practice Leader. Measurement is the satisfaction of the General Manager People and Culture as well as satisfactory reporting and compliance results with relevant contracts.
Strategic Contribution	The Interim Manager People and Culture has provided the General Manager People and Culture with the opportunity to discuss strategy with another senior HR professional to their satisfaction.
Emergent Issues	The Interim Manager People and Culture has supported the General Manager People and Culture effectively with any emerging issues. Measurement is positive feedback of the stakeholders involved and the satisfaction of the General Manager People and Culture.

core competencies

skills

Competencies Required:

1. A strategic and creative thinker, with demonstrated ability to provide strategic advice and direction at a senior management level
2. Strong HR generalist skills
3. Demonstrated ability to lead and manage change
4. Skilled in safety
5. Demonstrated ability to effectively lead, manage, motivate and develop staff and teams to achieve established objectives and goals
6. Highly developed strategic and analytical skills
7. Highly developed project management skills
8. High level communication and presentation skills including verbal, written, visual and digital
9. Strong skills in both formal and informal coaching and mentoring of others
10. Strong networking, influencing and negotiation skills
11. The ability to develop effective external relationships and partnerships
12. Strong organisational development skills

knowledge / experience

Competencies Required:

1. Strong HR generalist experience within a service industry environment, ideally with exposure to the National Disability Insurance Scheme however not mandatory
2. Senior leadership experience
3. A good grasp of safety with a service industry environment
4. Demonstrated experience in project management

qualifications

1. Relevant tertiary qualification

values / attitudes

Competencies Required:

1. Energetic and committed
2. Passionate about human rights
3. Strategic thinker
4. Performance oriented

5. Autonomous
6. Collaborative and committed to partnerships
7. An empowering leader
8. An assertive leader
9. Flexible
10. Resilient
11. Creative, problem solver and initiative taker
12. Committed to achieving results

application process

Our typical application process is detailed below. Please don't be alarmed if this process alters slightly as from time to time there are unforeseen delays and some of our clients request alterations to the below process.

Your application to SACS will initially involve you applying online and submitting your current resume SACS for our review in relation to a particular position.

Upon review of resumes, candidates whose resume appears to match our client's brief will be emailed a series of behavioural questions (5-8). These candidates will then be requested to email a response of 1-2 paragraphs per question back to SACS. This forms a more formal application to the role and in most cases these answers will be presented to our client in a formal candidate report.

Upon review of responses, you may then be progressed to an online Zoom video interview with 1-2 SACS Consultants. In general your Consultant will be back to you within 10 working days of the interview to advise you if you will be progressing to the panel interview process with our client.

Our client then meets you usually in a panel format (this will likely be via online video conference), one of your SACS Consultants may also be on the interview panel.

You will be given a timeframe at the panel interview and we will ensure you are advised of the outcome of your application within the agreed timeframe.

If you are taken forward from the panel interviews you will then be requested to complete psychological testing which we typically ask you to complete online, through the SACS Psychometric Assessment Portal. If you are successful in making it to the final stage of the process, we will request that you provide us with two work related referees.

If you need assistance or adjustments to participate in the application or interview process, please contact Jade Polkinghorne on 1300 130 965 or jadep@sacsconsult.com.au.

If you have any questions about your application at any stage please don't hesitate to call us on 1300 130 965.

To apply for this exciting position with Melba Support Services please visit our website <https://sacsconsult.com.au/job-seeker/> and apply via the role.