

Position Description



Position Summary	
Title	HR & Quality Manager
Reports to	Chief Executive Officer
Purpose	<p>Nightlife's vision is to make an everyday life possible for people with disability. We achieve this by delivering high quality , flexible supports which are ethically driven, dignified, respectful and tailored to each person's unique lifestyle, culture and relationships.</p> <p>The HR & Quality Manager is responsible for developing and delivering people processes, programs and initiatives for Nightlife, that are aligned with Nightlife's Business strategy and priority outcomes.</p> <p>They will work closely with the CEO to develop strategic HR practices and plans and partner with the leadership team to deliver appropriate solutions across the employee lifecycle from recruitment to employee exit to support optimal people practices and develop our positive workplace culture.</p> <p>Nightlife is a high-quality service, that is registered and accredited to deliver services under the National Disability Insurance Standards. The successful applicant will play a key role in further developing and maintaining a comprehensive Quality, Risk and Compliance framework, supporting continuous improvement, risk management and supporting ongoing accreditation and practice standards.</p>
Employment	Part Time – 0.8 EFT (4 days a week)
Level	SCHADS 6

Key Accountabilities	
HR Planning and Reporting	<ul style="list-style-type: none"> Working with the CEO and management team, contribute to the development, implementation and evaluation of a strategic human resource plan that supports Nightlife's vision, values, business and cultural priorities Prepare and present monthly workforce reports with key people metrics as identified Develop and recommend actions to mitigate any areas of identified risk
Business Partnering	<ul style="list-style-type: none"> Partner, advise and support leaders and supervisors with people related matters across the employee lifecycle, this includes: Ensure recruitment and sourcing is aligned with business needs Leadership coaching to support quality performance and development conversations

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	<ul style="list-style-type: none"> • People policy and procedure related matters including under-performance and conduct related concerns to ensure appropriate resolution • Workforce planning and determining appropriate actions to ensure business areas are appropriately resourced • Provision of a confidential “go to” and sounding board for people related matters and provides advice aligned to business strategy and Nightlife policies and procedures
Culture and Engagement	<ul style="list-style-type: none"> • In collaboration with the CEO and the leadership team, assist with strategies to support a positive culture and high employee engagement • Ensure a cohesive focus on service and organisational effectiveness is created and maintained • Assist with the coordination of internal and external satisfaction surveys, and work as part of the team to develop and implement improvement actions
Performance and Development	<ul style="list-style-type: none"> • Ensures the Performance and Development process is fit for purpose and adjusts as required
Employee Relations	<ul style="list-style-type: none"> • Ensure all people related policies and procedures are compliant with Victorian State legislation and Fair Work National Employment Standards, and NDIS Code of Conduct • Work collaboratively with payroll and finance to ensure compliance with award and agreement conditions • Provide a point of advice for all levels of staff in relation to application of award and agreement conditions • Update and communicate changes to policies and procedures as required • Coordinate investigations where appropriate and other related workforce management matters • Administer position descriptions and Employment Contracts, ensuring conditions are consistent with Modern Awards
Recruitment, Induction and Onboarding	<ul style="list-style-type: none"> • Evaluate, recommend and deliver actions for sourcing, attracting, appointing and retaining employees • Coordinate all aspects of recruitment and on-boarding of new employees, ensuring policy, procedures, agreed programs and equity is maintained • Conduct exit interviews and report on areas of concern and establish actions for improvement
HR Efficiency & Effectiveness	<ul style="list-style-type: none"> • Accurately maintain HR data • Actively participate in the continuous improvement of people related systems and procedures • Coordinate HR information for the Intranet • Participate in committee, team and cross functional meetings as required

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Risk Management – Compliance & Governance	<ul style="list-style-type: none"> • Lead and implement a systematic approach to corporate and clinical governance, risk management and policy • Assist in ensuring that Nightlife services are fit for purpose, consistent and meet both external and internal requirements for compliance. • Maintain and support well researched policies, procedures and guidelines • Develop and implement education and support programs for staff to ensure continuous quality improvement, high quality practice, safety and efficiency
Quality	<ul style="list-style-type: none"> • Lead and coordinate the process towards Quality accreditation • Lead, facilitate and coordinate the development of the Annual Quality Plan in collaboration with the leadership team • Monitor and evaluate the Annual Quality Plan to ensure objectives are achieved • Collaborate with the CEO and staff to implement an integrated quality framework that aligns with the Quality Plan • Provide focus, direction and control processes for QMS audits and manage any non-compliance issues in a timely manner as required
WHS	<ul style="list-style-type: none"> • Further develop a WHS Strategy for Nightlife underpinned by adopting a preventative approach • Develop a set of key metrics and measures to understand workplace incidents and put in place actions to mitigate the occurrences of reportable incidents • Lead the review and analysis of incidents, conducting in depth investigation into serious events in collaboration with the Clinical Coordinator, staff and leadership team, understand themes and develop recommendations to mitigate further incidents.

Knowledge, Skills, Experience & Qualifications	
Qualifications & Experience	<ul style="list-style-type: none"> • Tertiary qualifications in human resources management or equivalent • Demonstrated experience working in a similar Disability services organisation • Demonstrated experience as a stand-alone HR & Quality Manager, working across all elements of the employee lifecycle • Ideally 7+ years of experience in dynamic HR environments • Organisational development experience, particularly in the areas of Performance, Culture and Engagement • Proven track record in leading, implementing and managing quality, safety and risk management programs driving quality and safety within a Disability Service • Experience working with diverse groups of leaders in an NFP environment
Required Skills and Knowledge	<ul style="list-style-type: none"> • Highly developed influencing, relationship building and customer service skills

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	<ul style="list-style-type: none"> • High level problem-solving skills with the ability to identify issues or problems and recommend strategies, ideas and opportunities for resolving them • Experience in the development, review and application of human resource policies, programs and practices • Excellent attention to detail • Excellent listening skills – listen to understand • Ability to coach and develop others • Excellent presentation skills, can break down complex HR concepts and explain them in plain English to a diverse group of stakeholders • Strong organizational and project management skills with an ability to work to timelines and be outcome focused whilst managing multiple tasks • Experience in the use of and analytical interpretation of a human resource information systems • Ability to work in a team environment, often under tight time constraints, to achieve departmental and organisational goals
Essential requirements for the role	<p>To be eligible for this role the incumbent must have currency in the following:</p> <ul style="list-style-type: none"> • NDIS Workers Screening Check • Current Drivers Licence

Key Functional Relationships	
Internal	<ul style="list-style-type: none"> • CEO • Business Ops Team Leader • Finance and Payroll Officer • Service Delivery Manager • Clinical Co-ordinator • Service Delivery Co-ordinators • Disability Support Workers
External	<ul style="list-style-type: none"> • Fair Work • VECCI

Application and Closing Date:

Please provide a cover letter addressing key selection criteria and apply online via Ethical Jobs by 16th September 2021. Any queries regarding the position can be addressed to Frances Sanders, Chief Executive Officer 9532 5455.

Core Capabilities

Capability	Behaviour
Commercial Acumen	<ul style="list-style-type: none"> Understands the commercial issues that affect Nightlife Always looks for opportunities to add value
Collaboration & Stakeholder Management	<ul style="list-style-type: none"> Works with others to achieve Nightlife's goals Constantly builds and maintains meaningful relationships with stakeholders (e.g. clients, students etc..)
Communication	<ul style="list-style-type: none"> Tailors' communication to different audiences Demonstrates active listening skills Seeks clarification to build understanding of client needs Is able to express thoughts and articulate in a clear and concise manner (appropriate to the needs of the audience)
Delivery Focus	<ul style="list-style-type: none"> Always does what they say they will do Operates with a sense of urgency and drive to get things done Consistently meets deadlines by understanding the task, expectations and required results Maintains high standards of quality and is a role model for others
Continuous Improvement	<ul style="list-style-type: none"> Constantly looks for better ways to do things Is open to new ideas and is solutions focused Participates in improvement activities
Manage Self	<ul style="list-style-type: none"> Is self-aware; knows personal strengths, weaknesses, opportunities and limits Is cool under pressure, does not become defensive Is open to and seeks constructive feedback Learns from experience and mistakes
Other	<ul style="list-style-type: none"> Role models Nightlife's Values and Code of Conduct