



Candidate Information

For

General Manager
- People, Learning & Culture

October 2021



The Opportunity

- Outstanding, executive level opportunity
- Work closely with the CEO and board
- Commercially competitive salary package

At Unisson Disability, it all *starts with heart* and for over 95 years, Unisson's committed team has delivered quality, person-centred services for its clients. Unisson enjoys strong overall performance and has seen significant growth in the last five years. It is set to continue this development with its ambitious three-year growth plan and is now seeking a General Manager to lead the development and execution of its People strategies working closely with the People, Learning & Culture team.

Reporting to the CEO, you will work closely with the Executive leadership Team providing high-level advice to enable the achievement of strategic goals and client needs. You will build Unisson's competitive advantage through capability development and talent management strategies, fostering an organisational culture committed to high performance without losing sight of the client. You will lead your team to focus on the employee experience, positioning Unisson as an employer of choice with a strong value proposition.

To thrive in this role, you will bring:

- The personal drive to enable people with a disability to achieve what is important to them, with a focus on person-centeredness, strengths, active support and the celebration of diversity
- Substantial senior experience in human resources or organisational development underpinned by relevant tertiary qualifications
- Impeccable interpersonal skills, emotional intelligence and the ability to develop relationships based on trust and inclusion
- Strong conceptual thinking and demonstrated ability to deliver strategic outcomes
- Highly developed contemporary human resources management, organisational development, leadership practice and change
- Prior success in creating an engaging, client-focussed organisational culture
- A collaborative approach with your Executive colleagues and internal stakeholders
- Bring a values-based leadership style and demonstrated abilities to lead a service-focussed team

Experience in the disability or community services sector would be highly regarded.

To apply for this role:

- Review the role profile in this document
- Write a covering letter outlining your suitability for the position with reference to the required *skills, abilities and personal characteristics*
- Send your letter and resume to Carol Lewis – carol@thehumanequation.com.au
- Ideally, please submit your application by 15 November 2021.

About Unisson

The Lorna Hodgkinson Sunshine Home was founded in 1924 and has operated over for many years as “Sunshine Home”; one of Australia’s leading providers of disability services. In 2017 Sunshine Home formally changed its name to “Unisson Disability”. Unisson’s disability work is about helping create a world where every person is welcomed, and the organisation is passionate about working with people living with disability to create possibilities for a great life.

Unisson provides a range of services that extend over the Sydney, Central Coast/Hunter and Nepean/Blue Mountains regions. These services include accommodation, employment, community support and NDIS support coordination to a range of Australians living with disability, including children and young people. In addition, Unisson operates Australian Disability Enterprise businesses.

Unisson is committed to its organisational values which are:

- **Courage:** we are brave in our intent to be authentic and advocate for what is right
- **Generosity:** we give our hearts and minds in an effort to understand others
- **Inclusion:** we celebrate diversity and seek to ensure everyone is valued and respected
- **Creativity:** we work together to find the yes, and encourage new ways of doing and thinking.

Unisson has a culture which is inclusive, collegial and team orientated with a strong focus on the provision of high-quality, responsive services. As it approaches its centenary as a service provider for people with disability, it is proud of its history and will continue to lead by example in the competitive disability sector.

Unisson is a registered provider for the National Disability Insurance Scheme (NDIS). Operating under the NDIS has enabled Unisson to develop different relationships with its clients and their families as it jointly explores ways to fulfill the hopes, dreams, and goals of its clients. This has resulted in a greater flexibility and individuality in its service responses. Unisson believes that its clients are empowered by the choice and control that is central to the philosophy of the NDIS.

Under the current Unisson leadership, the organisation has grown into a market leader and built a sustainable market share. Unisson employs over 800 staff supporting over 620 clients with a revenue of around \$65 million. Unisson is a financially strong and viable service provider with sufficient financial capabilities to operate effectively in the NDIS environment.

Role Profile

Role Title	General Manager – People, Learning & Culture
Area	People, Learning & Culture
Reports to	Chief Executive Officer (CEO)

Purpose of the Service
To create a culture that is inspired by purpose, ensuring that the organisation has a highly skilled, engaged and empowered workforce that responds effectively to the needs and objectives of the organisation and contributes towards creating a work environment where people are valued and supported in the work they do.

Purpose of the Role
To lead and execute the People strategy to enable the organisation to achieve its strategic objectives. The role will: <ul style="list-style-type: none"> • drive a values-based culture that is collaborative, person centred, agile and responsive to change. • ensure that the organisation has well developed workforce strategies that are aligned with service goals and client needs. • build competitive advantage through the development of strong talent, capability, diversity, engagement and culture programs and outcomes. • develop the Employee Value Proposition to position Unisson as an employer of choice to attract, retain and develop highly capable people. • Lead the development of best practice talent acquisition strategies delivering a great employee experience in line with Unisson’s values and strategic goals.

Organisational responsibilities
Ensure work performance, practice and the delivery of service is consistent with the: <ul style="list-style-type: none"> • National Standards for Disability Services • Disability Inclusion Act 2014 • National Disability Insurance Scheme • NDIS Practice Standards • NDIS Code of Conduct • Unisson Disability’s purpose and values, policies and procedures and Code of Conduct.

Work health and safety responsibilities

- Take a leadership role in the design and implementation of safe systems of work.
- Respond to all incidents and injuries in accordance with Unisson Disability's procedures and practices.
- Take reasonable care for your own health and safety at the workplace by complying with the Work Health and Safety (WHS) Act 2012.
- Report and monitor safety processes in accordance with procedures.

Role specific responsibilities

Strategic Responsibilities:

- Contribute to the development of Unisson's overall strategic objectives
- Deliver Unisson's 3-year People Strategy ensuring alignment with organisational strategic initiatives, growth targets and the continually changing external business environment.
- Establish annual operational plans and performance targets to achieve strategic imperatives, reporting on performance on a quarterly basis.
- As a strategic business partner to the CEO and a key member of the Executive Leadership Team (ELT), provide leadership in establishing and maintaining a performance-based culture that is collaborative, accountable, agile and people centric.
- Attract, retain and develop a values based, highly skilled and committed workforce.
- Lead organisational development initiatives to support Unisson's ability to build an engaging culture and deliver exceptional employee experiences.
- Develop and deliver a strategic roadmap for workforce development including innovative talent acquisition and leadership capability programs.
- Influence Unisson's overall Employee Experience/Engagement by creating a compelling Employee Value Proposition (EVP).
- Lead continuous people capability development through the development of a robust Learning & Development Plan focused on enhancing professional competence.
- Build and lead high performing teams and implement efficient, effective systems to ensure excellent outcomes for our clients, continual improvement in service delivery and enhance employee experience.

Operational Responsibilities:

- Lead and drive the implementation and improvement of contemporary PL&C service models that enable the organisation to be well positioned to thrive in changing internal and external environments.
- Ensure the effective planning, delivery and reporting of all aspects of PL&C Operations, including workforce planning, recruitment, onboarding, performance and succession planning, remuneration and benefits and recognition.
- Lead the development of strategic workforce data to monitor key workforce trends.

Role specific responsibilities

- Ensure compliance with all probity requirements, external legislation and regulatory standards, monitoring changes in legislation and public policy and shaping internal policies and procedures as required.
- Communicate a compelling purpose, vision and culture that generates excitement, enthusiasm, and commitment within the PL&C team.
- Collaborate effectively with executive and senior managers in the development of employee engagement action plans, ensuring that team members are actively involved in the process.
- Lead the annual remuneration review process, ensuring the design of appropriate reward and benefit strategies.
- Build diverse and high performing teams and encourage/ support/ enable ongoing development and learning.
- Provide advice and direction on complex and sensitive IR/ER and workforce matters, ensuring that employees are treated fairly and with respect at all times.

Professional responsibilities

- Effectively manage the PL&C budget to achieve agreed financial targets.
- Participate in external networks and professional forums, developing and maintaining effective relationships with the disability sector, promoting Unisson's brand and reputation.
- Enable organisational effectiveness with workforce structures, managing change and influencing overall organisational culture.
- Reinforce a positive culture by role-modelling the values of the organisation in all interactions.

You may be required to perform other duties as necessary to fulfil the objectives of this position as outlined in the Role Specific Responsibilities.

About You

Qualifications & Experience:

- Relevant tertiary qualifications in HRM, OD or a related field.
- Minimum of 8 years' experience in executive and/or strategic leadership roles.
- Preferably experience in the disability or other community service(s) sector.
- A strong personal commitment in working in a for purpose organisation.

Skills, Abilities & Personal Characteristics

- Highly developed knowledge of contemporary human resources management, organisational development, and leadership practice.
- Well-developed people leadership capabilities, including the ability to influence, support and coach others.
- Strong commercial and financial acumen.
- Demonstrated ability to develop and implement workforce strategies.
- Demonstrated experience in creating an engaging culture and successfully leading organisational culture change initiatives.
- Ability to think innovatively and strategically on program/project and organisation-wide issues.
- Uphold personal and professional ethics and values, considering the values of the organisation and respecting the culture, beliefs of individuals – and taking appropriate action if ethics and values (of self or organisation) are compromised.
- Demonstrate highly effective interpersonal skills with the ability to build trusting relationships at all levels in the organisation and externally.
- Genuine drive to enable people with a disability to achieve what is important to them, with a focus on person-centeredness, strengths based, active support and celebrating diversity.
- Strong emotional intelligence, resilience, and personal drive.
- Ability to adapt and innovate to changing situations.
- Total commitment to the achievement of Unisson's goals.

Role Details

Remuneration:	Commercially competitive salary + immediate access to tax-reducing salary packaging
Employment Type:	Permanent, full-time (40 hours per week)
Location:	Pymble, Sydney + flexibility for remote work
Reports To:	Chief Executive Officer
Direct Reports:	2-3 direct with a total team of 10

Selection Process

- Only candidates invited for interview will be contacted.
- Initial round interviews will be with a panel including the CEO and externals.
- Second and subsequent interviews may be required.
- Two reference checks will be required.
- Clear national police check
- Valid Working With Children Check.

More Information

About Unisson Disability:

www.unissondisability.org.au

Strategic plan: <https://unissondisability.org.au/publications>

General enquiries:

Carol Lewis, The Human Equation

0404 199 766

carol@thehumanequation.com.au (preferred)