

| Position Description | |
|----------------------|---|
| Position Title: | Senior People Advisor / RTW Coordinator |
| Status | Full time, ongoing |
| Classification | Level 4 |
| Primary location | Berkeley Street, Melbourne |
| Date PD Adopted: | October 2021 |
| PD Review Date: | October 2024 |

About Unison

Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, transitional housing, and owners' corporation services.

We believe that affordable housing is the foundation on which to build a life of value, but that a good life takes more than just housing. A good life takes place in a community.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison assists over 3,500 people each year who are homeless or at risk of homelessness.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTIQ+ communities to join our workforce.

Vision

Communities that thrive.

Mission

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

Organisation values

Unison is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration, and respect for others.

It is an environment that requires all team members to maintain high standards of work in line with our Values:

- People:** We put the customer at the heart of what we do, we value each other and welcome diversity
- Respect** We are respectful of all and welcome open and honest discussion
- Positivity** We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes, and seek to find solutions
- Accountability** We do what we say we will do

Position Objectives

In conjunction with the People Manager, support all aspects of Unison's Human Resources (HR) activities and actions, and function as the Unison Return to Work (RTW) Coordinator by:

- Providing support and assistance with the end-to-end employee lifecycle processes.
- Under direction, providing advice on and assistance with management of employee/industrial relations matters.
- Supporting and implementing Unison's employee training program.
- Management of RTW matters and support to relevant Unison employees, and
- Assist with the implementation of the OHS management system.

The split for the role in relation to the position objectives is approximately 60/40: 60% of time will be attending to HR and related matters, and 40% to RTW/OHS matters. This may vary and is dependent on activities and requirements on the role at any given time.

Key Accountabilities

Employee Lifecycle

- In consultation with the recruiting manager, support all aspects of the recruitment, on-boarding, and off-boarding processes of employees, including advertising, collating, and distributing applications to managers, organising interviews, inducting new recruits, and conducting exit interviews.
- Prepare employment contracts and variation of employment letters.

Employee / Industrial Relations

- In collaboration with the People Manager: assist with the co-ordination of annual work plans between managers and employees; and
- Provide guidance to managers in relation to the handling of grievances and performance management issues in accordance with Unison policy, the relevant Enterprise Agreement, and NES.

Training

- In conjunction with the People Manager, implement a learning and development schedule.
- Coordinate regular training sessions
- Ensure Unison complies with mandatory training requirements in accordance with training schedule
- Maintain employee training records.

Policies & Procedures

- Identify and prepare HR and OHS policies, procedures and related documentation for review and identify improvement opportunities or changes in response to updates with relevant legislation.
- In conjunction with the People Manager, ensure HR and OHS policies, procedures and related documentation are aligned with organisational needs.

RTW Coordinator/OH&S

- Manage WorkCover claims and provide Return to Work Coordinator services.
- Liaise with Unison’s WorkCover insurer, WorkSafe Victoria and employees’ medical practitioners and representatives.
- Advise on fitness for work issues.
- Participate on the OH&S Committee.

General

- In conjunction with the People Manager, support the implementation and rollout of new HR/Payroll system.
- Maintain excellent records.
- Develop reports to meet internal and external obligations such as WGEA.
- Other duties as requested.

Key Selection Criteria

| | |
|-----------------------------|---|
| Qualifications & Experience | <p>Essential</p> <ul style="list-style-type: none"> • Relevant qualifications • Previous experience in an HR or employee/industrial relations role within a medium to large organisation; • Experience in industrial and employee relations, including interpretation of industrial instruments; • Recruitment experience; • Demonstrated experience as a Return to Work Coordinator in connection with workers compensation claims and the completion of certification as a RTW Coordinator as recognised by WorkSafe Victoria; • Sound understanding of employment, industrial relations, equal opportunity and occupational health and safety legislation; • Sound understanding of payroll processes; • Experience within the non-profit community sector (desirable). |
| Personal Qualities | <ul style="list-style-type: none"> • Commitment to social justice and desire to promote and model the values of Unison in all interactions with employees, tenants and clients and the broader community • High regard for confidentiality and customer service • Ability to work collaboratively with a wide range of stakeholders • Results oriented and metrics driven • Ability to lead by example and demonstrate a strong sense of integrity, ethics, and dependability. • A high level of energy and enthusiasm and positive team-working approach. |
| Knowledge and skills | <ul style="list-style-type: none"> • Strong communication skills and an ability to negotiate and influence a range of stakeholders • Sound decision making skills based on accurate and timely analysis • Advanced computer skills in all Microsoft Programs especially Excel and readily embrace and implement new technology where appropriate • Superior written skills • Strategic thinking, planning and creative problem-solving skills • Ability to work under pressure |

| | |
|-----------------------------|---|
| | <ul style="list-style-type: none"> • Ability to work in a flexible and collaborative manner to achieve successful business outcomes |
| Workplace Health and Safety | <ul style="list-style-type: none"> • Ensure that Unison’s Occupational Health and Safety Policy and Procedures are continually observed and complied with. • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Unison’s OHS Frameworks. • Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard elimination where practical. |
| Safety screening | <ul style="list-style-type: none"> • This role is subject to a satisfactory National Police History check, Working with Children Check and confirmed Covid-19 vaccination. • Applicants 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. |

Physical Inherent Requirements

| | |
|----------------------|---|
| Office Duties | <ul style="list-style-type: none"> • Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks. • General office-based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries. |
| Driving | <ul style="list-style-type: none"> • Required to drive private or Unison owned vehicles. |
| Work Environment | <ul style="list-style-type: none"> • May be required to work from different sites, including offsite facilities. • Exposure to varied weather conditions. |
| Lifting and Carrying | <ul style="list-style-type: none"> • Infrequent lifting and carrying of items up to 5kgs. |
| Bending and Reaching | <ul style="list-style-type: none"> • Required to occasionally bend and reach. |

Organisational Relationships

| | |
|------------------------------------|---|
| Accountable to | <ul style="list-style-type: none"> • People Manager |
| Supervises (Day to Day Operations) | <ul style="list-style-type: none"> • Nil |
| Internal Liaisons | <ul style="list-style-type: none"> • Director Corporate Services • Executive team • Management group, Team Leader group • All employees |
| External Liaisons | <ul style="list-style-type: none"> • Peak bodies such as PowerHousing Australia; SIAG etc. |