

# MULTICULTURAL COMMUNITY SERVICES GEELONG INC.

ABN: 71 355 229 834

## Position Description

<b>Position Title</b>	<b>Human Resources Advisor – 2 positions</b>
<b>Reports to</b>	Manager Human Resources Multicultural Community Services Geelong Inc (MCSG)
<b>Location</b>	MCSG Corporate office 12-14 Thompsons Road, North Geelong, Victoria Other MCSG locations as required
<b>Department</b>	People & Culture (P&C)
<b>Teams / programs / functions</b>	The HR Advisor will work closely with their representative area in the provision of operational human resources support and guidance to all levels of the organisation.  Duties will include recruitment, system development, HRIS development involvement, interpreting Awards and Agreements, employee relations, wellbeing and reporting.
<b>Direct reports</b>	<b>N/A</b>
<b>Budget</b>	N/A
<b>Agreement / award</b>	The employment contract will be covered under the <i>Social, Community, Home Care and Disability Services Award 2020 Level 5</i> .
<b>Probation</b>	6 months
<b>PD date</b>	11 February 2022
<b>PD review date</b>	12 months after successful placement of the incumbent

## POSITION SUMMARY:

The Human Resources (HR) Advisor is responsible for providing advice to Managers and employees in one or more programs on all stages of the employee life cycle. These functions include recruitment, staffing, training, professional development, performance management, separation from the business and providing coaching support to supervisors across the organisation.

A key function of the People & Culture team is to provide excellent and timely customer service and support to managers, staff and external parties as well as work closely with Occupational Health & Safety.

The HR Advisors will report to the Manager Human Resources and is responsible for all areas of HR and stages of the employee life cycle. The Advisors will deliver customer-centric services to a high standard and assist in continual improvement of their assigned area's systems and processes. The role will require a hands-on approach in operational processes and problem solving.

The role must ensure they build an understanding of, and relationships within, their specific area and focus on the needs of our staff and volunteers so that MCSG consistently meets expectations and improves community outcomes. You must always model behaviour in alignment with the MCSG values of **Inclusion, Integrity, Sustainability** and **Kindness**.

## MULTICULTURAL COMMUNITY SERVICES GEELONG (MCSG):

MCSG is the new organisation resulting from the merger of Geelong Ethnic Communities Council (trading as Diversitat) and Multicultural Aged Care Services Geelong (MACS).

**Our Purpose:** Provide innovative services to support, care for and celebrate culturally diverse individuals through their life journey

**Our Vision:** Empowering diverse individuals and communities to reach their full potential

**Our Values:** Inclusion Integrity Sustainability Kindness

MACS and Diversitat have been serving the Geelong community for more than 40 years with a focus on our multicultural communities. As the new entity, MCSG operates across various sites delivering a range of services including residential aged care, home care and aged support services, settlement, training and education, financial counselling and disability support. We also operate a range of social enterprises including The Pulse community radio and various community events including the popular Pako Festa.

Our aim is to empower individuals and communities to reach their full potential and we aspire to provide an innovative and high-quality response to the changing needs of a culturally diverse community. Every day we act and behave according to our values, with our communities, clients, residents and consumers, and with each other. These values are a key part of our identity and are what brings us to work together successfully.

MCSG has around 400 staff, 300 volunteers and an annual operating budget of \$34 million.

## MCSG STRATEGIC CONTEXT:

Major influences on the strategic direction and priorities for MCSG include:

- changes in the nature of work and community service delivery, as a result of the emerging impacts of COVID-19 within Australia and globally

- trends in Australia related to social cohesion, income security, and government and community support
- growing competition in the community services and aged care sectors, including from for-profit organisations
- growing demand for community services and aged care, including high quality, culturally appropriate services in the Geelong region
- increasing trend for people aging in their own home, with access to on-demand in-home support services, and residential care for shorter stays with more complex clinical needs
- the significant impact that the humanity of carers, quality of leadership and contemporary management systems have on the sustainability of community service organisations and aged care providers
- impacts of the shift towards consumer centred care and choice, rather than block funding contracts with governments
- a critical need for community service organisations to be flexible, agile and proactive in responding to the varying needs of consumers and funders.

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#### **DELIVERABLES:**

##### **Development and ongoing management of Human Resources/ Industrial Relations systems**

- Provide timely day-to-day HR advice, support and coaching to managers and employees on all areas of HR and stages of the employee life cycle.
- Interpret policies, contracts, the awards and relevant legislation, provide industrial relations support to the HR and Payroll department and other managers and staff.
- Ensuring compliance with relevant industrial agreements, the Fair Work Act, Anti-Discrimination and other relevant legislation.
- Action recruitment requests and assist with the recruitment, induction and onboarding needs of the designated area.
- Professionally represent P&C on interview panels as required.
- Support managers to have difficult conversations, that are compliant with relevant legislation and organisational policies and procedures.
- Assist in workplace investigations and follow up actions.
- Assist with projects and reports as required by the Manager, HR and team including payroll and Health, Safety & Wellbeing.
- Assist with employee relations projects and initiatives as required.
- Action contracts, staff movement and other employment change requests, including preparing employment contracts and other associated documentation.
- Provide advice on job design and the preparation and reviews of Position Descriptions.
- Implement accurate and timely onboarding, probationary period review, employee review, performance appraisal and exiting systems.
- Adhere to MCSGs organisational policies and procedures.
- Be mindful, plan and take reasonable care to ensure your own health and safety and that of others, including adhering to safe work procedures and meeting the requirements of the MCSG safety management system.

	<ul style="list-style-type: none"> <li>Other duties as required within the general scope of this role</li> </ul>
<b>Stakeholder management</b>	<ul style="list-style-type: none"> <li>Building strong understanding and professional relationships with a particular focus on the designated area, so as to be seen an effective business partner to stakeholders.</li> <li>Providing assistance with the implementation of HR Information System to ensure development in alignment with the operational needs of the organisation.</li> <li>Responds to external organisational stakeholders such as Employer Groups, Unions and others as required in a timely, collaborative and professional manner at all times.</li> <li>Work with all staff and management to ensure that staff engagement strategies and plans are implemented in alignment with P&amp;C plans to raise engagement levels.</li> <li>Sets internal expectations that are focussed on high quality service delivery and outcomes, consistently delivered in an efficient and effective manner.</li> <li>Provides subject matter expertise and leadership in the development of frameworks and approaches to address emerging HR practices and workforce trends.</li> </ul>

## TECHNICAL COMPETENCIES AND BEHAVIOURAL CAPABILITIES:

### Skills:

- Demonstrated HR experience within a service delivery focussed organisation.
- Proven track record in working within HR systems including HR Information Systems.
- Operational expertise in Industrial Relations including Award/Enterprise Agreement interpretation.
- Highly developed written and interpersonal skills, including presenting HR information in a logical manner, with the ability to coach and influence various stakeholders.
- A demonstrated understanding of the Fair Work Act in understanding IR systems and obligations.
- Emotional intelligence, personal resilience and empathy.
- Excellent time management skills and the ability to manage competing priorities.

### Experience and knowledge:

- Solid understanding of the management of the employee life cycle, with empathy and sensitivity to the needs of people from different cultural backgrounds and their families.
- Contemporary knowledge, expertise and experience in human resources and volunteer management systems.
- Demonstrated ability to work collaboratively at all levels of an organisation and delivering a customer focused service to management, staff and volunteers, and in partnership with other community organisations.

### Mandatory qualifications, checks and licences:

- Formal training and tertiary qualifications in HR, IR or a related discipline or equivalent experience.
- Completion of a National Criminal History Check as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

- Current Working with Children Check and NDIS Worker Screening Check.
- Current Covid-19 vaccination certificates as an essential service provider.

**Preferred qualifications and certifications:**

- Several years' experience managing HR in a service driven environment.
- Previous experience working in greenfield sites.
- Membership of the Australian Human Resource Institute (AHRI).

**OTHER TERMS AND CONDITIONS OF EMPLOYMENT:**

- Staff will comply with MCSG's OHS policies and procedures including the requirement to take reasonable care for their own health and safety and that of other people who may be affected by their conduct. Workplace incidents and injuries are to be reported to a nominated OHS representative and staff are encouraged to raise health and safety concerns in accordance with policy and procedure.
- Employment is subject to the satisfactory completion of a Police Record Check, NDIS Worker Screening Check, Victorian Employee Working with Children's Check, Work Rights Check and Medical Check. MCSG will pay for the costs associated with the Working with Children Check, Police Record Check and Medical Check if required.
- Staff are responsible and will be held accountable for their continuing compliance with our Mandatory Reporting – Child Protection policy. It is expected that staff will maintain contemporary knowledge of the policy and enact the policy at all times. Staff have a responsibility to raise any concerns they have about child safety to their direct manager or a senior manager immediately.

**CHILD SAFETY:**

MCSG is committed to the safety and wellbeing of all children and young people. MCSG has zero tolerance for child abuse. MCSG is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and linguistically diverse backgrounds, children who identify as part of the LGBTI Community as well as the safety of children with a disability. Every person involved at MCSG has a responsibility to understand the important and specific role they play individually and collectively to ensure the wellbeing and safety of all children and young people.

**INCLUSION AND DIVERSITY:**

MCSG is committed to supporting Indigenous Australians, culturally diverse candidates and candidates with a disability gain employment and develop their careers with us. If you would like further information about this role, please feel free to contact us. We encourage you to apply.

**EXPECTED BEHAVIOURS FOR MCSG STAFF AND VOLUNTEERS:**

- acts in accordance with the MCSG code of conduct, and is committed to the MCSG vision, purpose and values
- acts in accordance with health and safety policy and management system

- actively promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities
- demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers
- acts in a manner consistent with MCSGs’ policies, including by valuing diversity, inclusion, equal opportunity, privacy and confidentiality
- demonstrates teamwork and collaboration and positively contributes to group activities
- acts with agility, leading to innovation and continuous improvement
- successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery
- provides evidence of relevant immunisation status, such as serological immunity or vaccination history, as required for the inherent requirements of the role

**EXPECTED BEHAVIOURS FOR MCSG STAFF AND VOLUNTEERS IF REQUIRED FOR A SPECIFIC ROLE:**

- performs duties within scope of practice for the role, and according to the applicable credentials including qualifications, registrations and professional competencies
- maintains current and valid credentials in accordance with relevant legislation and industry requirements

**ACCEPTANCE OF OFFER:**

I understand the role, responsibilities and outcomes required to successfully meet the requirements of this position and I accept this Position Description.

<b>HR Advisor: Name</b>	
<b>HR Advisor: Signature</b>	
<b>Date:</b>	

Please return a signed copy of this Position Description to Daniel Psimaris, Manager Human Resources, prior to commencing the role.