

## Human Resources Business Partner

**Our vision:** *People and communities have strong mental health and wellbeing.*

**Our purpose:** *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

**Our values:** *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

## Position Information

<p><b>Purpose</b></p>	<p>The Human Resources Business Partner will support Mind and Human Resources Operations by providing Human Resources (HR) business partnering services on a broad range of HR policies, procedures, programs and practices including:</p> <ul style="list-style-type: none"> <li>• Providing high level expert advice, support, information, coaching and skill development to managers relating to people management matters.</li> <li>• Working collaboratively with internal stakeholders to implement HR deliverables tailored to meet Mind's client needs whilst taking into account the overall strategic organisational priorities.</li> </ul> <p>The HR Partner model builds and maintains effective relationships with key stakeholders and works in partnership with the organisation to ensure a flexible, sustainable workforce management model is delivered with provision of appropriate and timely advice, services, processes and information to management, operations and employees.</p>
<p><b>Position reports to</b></p>	<p>Human Resources Partner Lead</p>
<p><b>Mind classification level</b></p>	<p>SCHADS Level 7</p>
<p><b>Stream</b></p>	<p>People Experience - Human Resources Operations</p>
<p><b>About the service</b></p>	<p>The Human Resources Operations business unit provides core support Human Resources (HR) services to Mind in HR Business Partnering, Health Safety &amp; Wellbeing, Recruitment and HR Information Systems. The HR Operations teams provide high level support, expert advice and information, coaching, policies and procedures, business processes, continuous improvement strategies, HR technology systems and programs to enable efficient, effective management of these core support services to ensure the organisation is able to grow, financially sustainable, a safe place to work and technologically enabled. The focus of Human Resources Operations is to develop and support a flexible, sustainable and equitable</p>

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



	workforce management model which is underpinned by the provision of appropriate, consistent and timely advice, services, processes and information to management, operations and employees.
<b>Position description effective date</b>	August 2022
<b>Responsibilities</b>	
<b>Business partnering</b>	<ul style="list-style-type: none"> <li>• Support the Senior Manager, Human Resources Operations and Human Resources Partner Lead by working with managers to ensure the service delivery is optimal to contribute to Mind’s workforce capability, workplace safety, financial sustainability and business growth to meet operational requirements and objectives.</li> <li>• In collaboration with the Human Resources (HR) Partner Lead and Human Resources Partner team assist and coach Executive Directors, Senior Managers, General Managers, Business Managers, Service Managers, Team Leaders and employees to achieve the purpose and values of the organisation.</li> <li>• Deliver high quality Human Resources (HR) business partnering services and support to a portfolio of clients.</li> <li>• Support the design, development and implementation of business processes and systems to ensure that Mind operates efficiently and effectively.</li> <li>• Build a detailed understanding of the business requirements and support managers to understand HR operational workflow requirements.</li> <li>• Support the organisation to understand operational HR processes, legislative requirements and work together to streamline processes.</li> <li>• Proactively work across the business to continue to embed the HR Partner Model.</li> <li>• Provide expert strategic and technical advice and support to stakeholders to inform decisions regarding policies and procedures, legislation, workforce planning, HR practice, business sustainability and innovation.</li> <li>• Deliver consistent and accurate employee and industrial relations advice to Executive Directors, Senior Managers, General Managers, Business Managers, Service Managers, Team Leaders and employees.</li> <li>• Contribute to high quality people management and employee relations practices.</li> <li>• Deliver high quality HR practice in conflict resolution, performance management and workplace investigations matters.</li> </ul>



	<ul style="list-style-type: none"> <li>• Support development and implementation of the HR workforce strategy to enable growth and service delivery with strong focus on quality, sustainability and agility.</li> <li>• Provide advice on the NDIS, Award, EBA, industrial and legislative changes to enable best practice.</li> <li>• Support provision of remuneration and employment contract management systems to ensure compliance with relevant awards, industrial agreements and legislative requirements.</li> <li>• Provide coaching, deliver skill development and act as a trusted advisor to client groups, stakeholders and employees and lead the execution of HR services, strategy and initiatives.</li> <li>• Maintain up to date knowledge and understanding HR practices, people management, EBA, Award, industrial, legislation and guidelines, and best practice standards.</li> <li>• Work collectively with HR Operations particularly HSW, Recruitment and HR Information Systems teams to provide HR solutions and advice to the organisation.</li> </ul>
<p><b>Policies, procedures and processes</b></p>	<ul style="list-style-type: none"> <li>• Provide an operational framework of policies, procedures and support services that ensure compliance for a healthy environment where Mind employees feel safe to come to work.</li> <li>• Deliver expert strategic advice and technical HR support to the managers on HR practice, policies and procedures, workforce planning, business sustainability and innovation to inform decision making and meet business needs.</li> <li>• Support the HR Partner Lead with development and delivery of HR business processes, policies, procedures and systems to ensure that Mind operates efficiently and effectively.</li> <li>• Develop, implement and support contemporary best practice people management policies, procedures and practices.</li> <li>• Provide appropriate specialist advice in relation to policy matters and industrial provisions.</li> <li>• Support the HR Partner Lead with the development of a range of workforce planning tools.</li> <li>• Support the HR Partner Lead and Recruitment teams to develop and maintain appropriate recruitment, onboarding and induction processes to ensure new starters and staff understand their responsibilities and accountabilities as Mind employees.</li> </ul>
<p><b>Change management</b></p>	<ul style="list-style-type: none"> <li>• Act as an internal consultant and change agent to support business strategies and objectives.</li> <li>• In consultation with the HR Partner Lead and the organisation develop and implement change management programs, processes, tools, impact statements.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide a framework for consultation, engagement and feedback in the development of initiatives and change programs.</li> </ul>
<b>Service delivery improvement</b>	<ul style="list-style-type: none"> <li>• Work with the HR Partner Lead to ensure HR systems and technology is contemporary and maintained for efficient, effective management of the employee lifecycle and an agile workforce.</li> <li>• Support the design and manage continuous improvement programs using methodology to ensure ongoing review and rectification of processes.</li> <li>• Support the development of training programs to ensure process changes are imbedded into practice.</li> <li>• Identify opportunities and manage HR projects and continuous improvement.</li> <li>• Provide recommendations and solutions covering multiple areas of HR.</li> </ul>
<b>Team work</b>	<ul style="list-style-type: none"> <li>• Work closely with the HR Partner Lead, HR Business Partners and support the HR Coordinator to ensure service initiatives are delivered and implemented in a timely, consistent manner to meet business requirements.</li> <li>• Support the People Experience stream in particular Human Resources Operations including Health Safety &amp; Wellbeing, Recruitment and HR Information Systems teams to provide the business with solutions, efficiencies and high quality HR practice.</li> <li>• Work collaboratively with HR Operations to manage and support positive relationships, consistent communication and a coordinated, strategic approach to HR initiatives.</li> </ul>
<b>Stakeholder management</b>	<ul style="list-style-type: none"> <li>• Build and maintain strong working relationships with internal and external stakeholders including the Executive Director, People Experience, People Experience teams, Senior Manager, HR Operations, HR Partner Lead, HR Operations teams, Executive Directors, Senior Managers, General Managers, Business Managers, Service Managers, Team Leaders, Payroll, Finance and employees to support a coordinated, strategic approach to HR initiatives.</li> <li>• Foster positive relationships and proactively work with all stakeholders to ensure HR advice is consistent and contemporary.</li> <li>• Provide expert strategic and technical advice and support to managers to inform decisions regarding HR practices, policies and procedures, workforce planning, HR technology systems, business sustainability and innovation.</li> <li>• Work collaboratively with key stakeholders to achieve business and service objectives.</li> </ul>



	<ul style="list-style-type: none"> <li>• Attend internal and external meetings, networks and working groups as appropriate in line with Mind’s delegation schedule and with the support of management.</li> <li>• Understand the impact of external influences for the service, team and Mind.</li> <li>• Be a customer advocate, championing client needs and insights throughout the business.</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Document all activities using Mind’s ICT system and processes.</li> <li>• Actively participate, contributing to the team and wider organisational initiatives.</li> <li>• Take personal responsibility for the quality and safety of work undertaken.</li> <li>• Other duties as directed.</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind.</li> <li>• Participate in reflective practice.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time.</li> <li>• Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.</li> </ul>
<b>Workplace health, safety and wellbeing</b>	<ul style="list-style-type: none"> <li>• Contribute actively to the maintenance of a safe workplace.</li> <li>• Ensure all safety issues are reported and addressed as they arise.</li> </ul>
<b>Lived experience</b>	<ul style="list-style-type: none"> <li>• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.</li> </ul>
<b>Cultural safety</b>	<ul style="list-style-type: none"> <li>• Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.</li> </ul>



Position Requirements	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• Tertiary degree qualifications in Human Resources Management, Labour &amp; Industrial Relations, Organisational Behaviour, Psychology or other related field as designated by Mind and/or equivalent experience in a similar industry.</li> </ul>
<b>Knowledge, skills and experience required</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in a similar senior Human Resources generalist role in a complex, contemporary environment.</li> <li>• Proven experience and understanding of Not for Profit, Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is required.</li> <li>• Demonstrated ability to partner with all levels of management and employees to advise, coach and support in relation to HR policies, practices and standards.</li> <li>• Experience in providing expert advice, guidance and solutions on a range of HR issues with the ability to work within an ambiguous and changing business.</li> <li>• Strong knowledge and understanding of HR policies and procedures, compliance, industrial and employee relations, HR legislation, remuneration, industrial instruments and enterprise agreements, employment management, workforce planning, change management, contractual matters and risk management.</li> <li>• Understanding and ability to interpret and apply relevant legislation, industrial instruments, policies and procedures.</li> <li>• Understanding of industrial awards particularly SCHADS Award and Enterprise Bargaining Agreements (EBA) is highly desirable.</li> <li>• Knowledge of negotiation and implementation of industrial awards and enterprise agreements is desirable.</li> <li>• Knowledge of the National Disability Insurance Scheme (NDIS), NDIA, Supported Independent Living (SIL), residential care, assisted living and Core Supports is desirable.</li> <li>• Ability to plan and prioritise to meet Mind’s strategic and operational plan.</li> <li>• An understanding of service development and design, process review and improvement capability.</li> <li>• Demonstrated ability to plan and prioritise to meet customer service delivery requirements.</li> <li>• Excellent customer service skills.</li> <li>• Strong analytical, strategic thinking, problem solving, decision making and risk management skills.</li> <li>• Demonstrated ability to build and maintain internal and external relationships up to executive level through use of superior stakeholder management skills.</li> </ul>

To learn more about Mind visit [mindaustralia.org.au](http://mindaustralia.org.au)



You can also watch our Great Minds series of videos by visiting [www.youtube.com/mindaustralia](http://www.youtube.com/mindaustralia)

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	<ul style="list-style-type: none"> <li>• Ability to influence and work collaboratively with a range of stakeholders including peers, employees, management, service providers, external organisations and government agencies.</li> <li>• Excellent interpersonal and communication skills with the ability to consult and negotiate with diplomacy to achieve effective outcomes.</li> <li>• High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines.</li> <li>• Proven people management and leadership skills including ability to work effectively in a team environment and an understanding of how to mentor and coach managers and employees to their full potential.</li> <li>• Advanced computer skills and information technology literacy.</li> <li>• A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current NDIS Worker Screening Check Clearance.</li> <li>• Working with Children Check or equivalent (Blue Card - QLD).</li> </ul>

