

Position Description Template

POSITION:	Head, Human Resources
CLASSIFICATION:	SCHADS 6 ABOVE AWARD
REPORTS TO:	GM People, Quality & Safety (PQS)
DATE UPDATED:	14 February 2026

ORGANISATIONAL ENVIRONMENT

MCM is a leading community support organisation working alongside Victorian communities and families and individuals to live the life they aspire to, their way, providing a broad range of support in homelessness, disability, palliative care, youth housing, community services, family violence, education and inclusive employment service areas. MCM is a leading provider of specialist services for young people experiencing homelessness, providing wraparound support so they can transition to autonomy and their positive pathways of choice.

MCM comprising MCM Services, Hester Hornbrook Academy, MCM Housing and Quantum Support Services work together to disrupt disadvantage and create positive change for Victoria's most vulnerable people.

DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

POSITION CONTEXT

This role is a senior leadership role, responsible for shaping and delivering the strategic direction of people leadership and service provision across the group through a dedicated team of HR professionals. The Head of HR reports to the GM People, Quality & Safety who is accountable for HR, Quality & Service Assurance, Risk Management, Capability and Wellbeing (Safety), Payroll and Workforce Inclusion. The PQS leadership team work closely and generatively as a team delivering to the strategies of MCM and its subsidiaries.

The Head of HR is responsible to lead the HR team to provide leadership in the development and provision of people strategies and practices that position MCM as an employer of choice in the sectors in which it operates. The team provides expertise, leadership and support to MCM's operational programs across a range of areas including:

- Strategic programmes of work aligned to the delivery of strategy
- Industrial/employee relations and enterprise bargaining
- Coordination of HR information systems and workforce reporting

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- Performance management systems
- Workplace investigations
- Cultural improvement
- Recruitment, selection and retention systems
- Workforce planning
- Employee engagement
- Employer value proposition
- Organisational change management
- Legislative compliance and policy and procedure development
- Audit and assurance participation

POSITION PURPOSE

This position operates at the Business Leadership level in the MCM Leadership Capability Framework. At MCM we want to enable our people to do their best work and this role is critical to bringing this to life for our organisation structurally, systemically and practically. The Head of HR will set and drive people solutions to meet current and future workforce needs at an organisational level, including developing and lifting the people leadership and management capabilities of leaders. As a peer with senior leaders from across the organisation, work together to drive change to mobilise talent, deliver results and a high-performing outcomes-focused culture for the benefit of the people we support, stakeholders and organisational sustainability. A key requirement is the breadth to position MCM within sector and beyond as an employer of choice and as a leader in people-centric practices and the Future of Work. Key to this role is to support the successful delivery of the workforce strategy and action plan and to deliver an integrated industrial relations strategy and action plan.

POSITION DUTIES AND RESPONSIBILITIES

- Providing leadership and management of the work of the HR team to enable delivery of quality people leadership and management activities and achievement of business goals and objectives, that lift the capability of people leaders across the organisation.
- Supporting current and future business needs through the development, engagement, motivation and preservation of talent.
- Shaping an organisational culture that promotes the organisation's values, safe workplaces, continuous improvement and high performance.
- Develop and deliver an integrated industrial relations strategy, including leading enterprise agreement negotiations that provide organisational flexibility and minimal complexity – this may include consolidation. The IR strategy was approved by the board in February 2024.
- Contract manager and key relationship holder with VCCI, Rewards Gateway and CultureAmp
- Support the delivery of the key outcomes of the diversity, equity of access and inclusion working group, RAP working group and MCM workforce strategy.
- Lead the delivery of employer value propositions that are fit for purpose and each portfolio, under the umbrella of an organisational one.
- Leading organisational compliance with government, regulatory, legislative and accreditation requirements in relation to employment and workforce to minimise exposure and risk of non-compliance and breaches.
- Ensure the service level agreement KPIs for the team are met and positively lead work specified in the SLA with the team and subsidiaries
- Ensuring the delivery of monthly and quarterly reports for each of MCM's entities.

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- Establishing employee relations practices that influence positive employer-employee relationships and promote high employee engagement.
- Content owner and improvement driver of human resources procedures, practices and guidelines within compliance and HR system
- Leading and overseeing the continuous improvement of recruitment systems and practices that enhances user experiences and achieves workforce plans.
- Developing and delivering the organisation's employment branding in line with the Employee Value Proposition to support attraction and retention.
- Maintaining and developing people systems and processes to enable quality and effective people management activities and practices.
- Leading significant workplace change in relation to workforce to support organisational goals.
- Interpreting and providing practical working advice and recommendations on organisational and external industrial landscapes to shape people strategies, initiatives and processes.
- Successfully representing the organisation in commission-related matters and interactions with unions and other organisations.
- Positively influencing managers in the implementation and ownership of people initiatives, including through data analysis and actions to optimise people-related decisions through people metrics.
- Developing people metrics to inform business performance relative to workforce and support business strategy and decisions, including benchmarking and seeking out best practice examples to inform the strategy
- Leading remuneration and benefits reviews in line with industrial instruments, wage orders and industry/market trends and practices and to ensure compliance and organisational remuneration and benefits offerings to promote staff retention and attraction.
- Delivering reports presenting information, updates and/or recommendations on strategic ideas, goals and accomplishments.
- Coaching and fostering reporting staff to unleash their capacity and capability, promote high performance and build professional development to succeed in their careers.
- Leads and oversees all people-related policies, programs, and practices to keep the organisation informed of new developments.
- Developing trusting and effective working relationships with key stakeholders to deliver a holistic and supportive service to optimise people performance.
- Leading and overseeing the people and capability development and growth to achieve business goals and priorities.
- Ensuring services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Performing other duties and responsibilities, as directed by the General Manager or delegate

Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.
- Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance.
- If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist.

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- Demonstrate MCM's Values (detailed below).
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, relevant service standards, and MCM's Code of Conduct, and MCM's Values.
- Comply with MCM's Employment Safety Screening Procedure.
- Perform other duties and responsibilities within the scope of the employee's skills, competence and training as directed by a person in any more senior role within MCM.

KEY SELECTION CRITERIA

Essential

- Tertiary qualification in related field or equivalent demonstrable experience.
- Experienced senior leader with a HR generalist skillset to develop and implement organisational people and workforce solutions in complex environments.
- Trauma informed and values led senior leader
- Demonstrated ability to lead and develop direct reports to deliver high performance and successful HR outcomes
- Demonstrated knowledge and experience in enterprise bargaining, employment laws and employee relations, industrial relations, and change management.
- Effective communication and people skills with proven ability to influence and engage with stakeholders, direct and indirect reports and peers.
- Effective organisational and time management skills.
- Project management skills to manage timelines, budgets and meet key performance indicators.
- Excellent computer skills in a Microsoft Windows environment and skills in Human Resources Information Systems (HRIS).
- **Hybrid opportunity, working from home and MCM sites – 60% MCM site attendance including Wednesday anchor day at Kings Way, South Melbourne**
- **Travelling to different site locations across Victoria will be required**

Desirable:

- Experience in trauma informed leadership and human-centred design principles advantageous
- Experience across multiple industries and sectors advantageous

Essential Safety Screening Requirements:

- This position is identified as a NDIS risk-assessed role on the basis that it is: a key personnel role in an organisation providing NDIS services.
- Proof of Identity Check
- National Police check
- International Police check if worked overseas in last 10 years
- Current Victorian Working with Children Check (Employee)
- Current Victorian Drivers Licence
- Right to work in Australia

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POSITION AUTHORITIES

Number of Reports

Direct Reports 6 (2 FTC role)				Indirect Reports 2 (1 FTC role)			
Number:	6	FTE:	4	Number:	2	FTE:	1
List Teams / Positions	Business Partners 3 HR Systems Lead 1 HR Advisor 1 Snr HR Administrator 1			List Teams / Positions	Hr Systems advisor Recruitment Consultant		

Expenditure

Operating:	\$5000	Capital:	Nil
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Other Authorities

Supervision or Direction Required

Fortnightly professional and work plan supervision. This role is a senior leadership role and functions autonomously within the remit of decision

Planning

Establish goals and objectives to other employees; Manage projects; Implement organisational goals or programs.

Freedom to Act

Has authority where directions and procedures are silent; Can apply knowledge, experience, training; Can make leadership decisions for the function limited by authorities and budget; Can implement organisational procedure, strategy, or decisions subject to GM PQS approval.

Assistance to Higher Level

Contributes to reviews of routine processes; Provides technical or specialist or multi-disciplinary advice; Contributes to reviews of procedures; Provides consultation based on professional knowledge; Provides consultation on policy formulation and strategic direction.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples include:

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|-------------------------------|--|
| Internal Relationships | <ul style="list-style-type: none"> • PQS leadership team • Senior leaders across org • Representative teams, ie employee reference groups, DEI working group, healing oriented framework working group, RAP working group |
| External Relationships | <ul style="list-style-type: none"> • Various unions, ASU, HACSU, ANMF • Industry networking groups |

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- VCCI
- FWC, FWO, CCYP

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	<p>We are inclusive and accepting of difference</p> <p>We work in highly effective teams and our people are connected across our organisation</p> <p>We engage proactively with others to deliver outcomes</p>
Courageous	<p>We speak up constructively in line with our convictions</p> <p>We pursue our goals with determination</p> <p>We are passionate about our advocacy role</p>
Curious	<p>We are inquisitive and ask why</p> <p>We challenge the status quo</p> <p>We actively explore the alternatives</p>
Open	<p>We are transparent and have genuine, honest interactions</p> <p>We listen and hear people's voices</p> <p>We value and respect the autonomy of clients</p> <p>We trust one another</p>
Accountable	<p>We act safely in all our interactions</p> <p>We manage within our financial and resource boundaries</p> <p>We own our outcomes and decisions</p> <p>We are proud of the work that we do</p>

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

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- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically, and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.