



**Work
that matters**

“I love Araluen and its values - respecting people, showing each other kindness, and working as a team. Staff give me support, reassurance, look out for me and are caring.” - Jess, Araluen participant champion

Position description:

People & Culture Advisor

REPORTS TO	General Manager People & Culture
DIRECT REPORTS	N/A
LOCATION	Various Araluen locations
CLASSIFICATION	Social & Community Modern Award Level 4 – 5

Our Vision

Imagining and achieving better lives

Our Mission

Inspiring, empowering and supporting people to have great lives

Our Values

Respect you
See you
Hear you
Empower you
Inspire you
Working together as one

A R A L U E N



araluen.org



Position purpose

The People and Culture Advisor plays a key role in supporting Araluen's people experience by delivering practical, timely, and professional HR advice across the employee lifecycle. The role strengthens organisational capability by assisting managers with day-to-day people matters—such as recruitment, onboarding, training coordination, performance conversations, and low-level employee relations issues—while ensuring HR practices remain consistent, fair, and compliant with relevant awards, policies, and legislation.

Working autonomously within established guidelines, the People and Culture Advisor provides accurate HR information, interprets awards and organisational policies, maintains up-to-date HR systems and data, and prepares workforce reports that support effective decision-making.

As a warm and knowledgeable first point of contact for HR queries, the role builds positive relationships, enhances manager confidence, and leads small improvement initiatives that contribute to a more efficient and supportive work environment. Through these activities, the People and Culture Advisor helps Araluen attract, support, and retain skilled staff, contributing to a safe, positive, and high-performing workplace that enables high-quality services for participants.

Leadership expectations

At Araluen, everyone leads. Leadership is not defined by position, but by purpose, behaviour, and the positive impact we have on people, outcomes, and culture. As a values-driven organisation committed to making great lives possible, we believe personal leadership across the organisation is essential to realising this vision.

Everyone at Araluen has these leadership expectations:

- **Uphold our Code of Conduct**
- **Role model and mentor our values**
Respect you, See you, Hear you, Inspire you, Empower you, Working Together as One

Relationships

The People and Culture Advisor works collaboratively across the organisation and with external stakeholders to deliver effective HR and payroll support.

Internally: General Manager People & Culture, People & Organisational Development Manager, Senior Payroll Officer, Managers and team leaders across departments, All Araluen employees

Externally: Job Candidates and Recruitment platforms, student placement providers, training organisations, outsourced payroll provider



Role expectations

The tables below outline the core responsibilities (Level 4) and the higher-level responsibilities (Level 5). Appointees at Level 4 may be allocated Level 5 tasks as capability grows, with progression contingent on demonstrated performance and autonomy.

Key responsibilities	Key outcomes	Performance expectations
<p><i>Recruitment & Onboarding</i></p>	<p>Vacancies are filled efficiently with quality candidates, and new employees experience a smooth, compliant, and engaging onboarding that supports early performance and retention.</p>	<ol style="list-style-type: none"> 1. Lead and coordinate end-to-end recruitment strategy: role briefs/PDs, approvals, advertising, talent sourcing, shortlisting, interviews, reference/credential checks, and offers. 2. Coach hiring managers on selection, compliance, and bias-aware practice; ensure SCHADS Award alignment and VEVO/WWCC/NDIS Worker Screening where applicable. 3. Prepare and issue contracts and onboarding packs; ensure accuracy of conditions/classifications and timely acceptance. 4. Own the onboarding experience: inductions, systems access, equipment, orientation, and probation frameworks; track milestones and outcomes. 5. Build talent pipelines and relationships with partners (e.g., universities, agencies) for recurring roles. 6. Track time-to-fill, quality of hire, and probation outcomes; report insights and improvements.



Key responsibilities	Key outcomes	Performance expectations
<p><i>HR Advice & Employee Relations</i></p>	<p>Managers and employees receive timely, accurate HR advice; low–medium complexity ER matters are managed fairly and consistently, reducing risk and improving workplace outcomes.</p>	<ol style="list-style-type: none"> 1. Provide day-to-day People and Culture Advisory support to managers/employees on policy, leave, entitlements, SCHADS classification, flexible work, and performance. 2. Interpret the SCHADS Award and Fair Work requirements; prepare guidance and template communications. 3. Manage low–medium complexity ER cases end-to-end (e.g., conduct/performance, grievances, attendance), ensuring procedural fairness and documentation. 4. Support investigations (fact finding, interviews, records); draft outcome letters; escalate complex/risk matters to the GM People and Culture as required. 5. Coach managers in feedback, performance planning, informal resolutions, and note-taking. 6. Maintain a confidential ER case log, identify trends, and recommend preventative actions.
<p><i>HRIS & Workforce Data Management</i></p>	<p>HRIS data is accurate and timely; lifecycle changes are executed efficiently; leaders receive reliable workforce insights that drive sound decisions.</p>	<ol style="list-style-type: none"> 1. Own contract lifecycle administration (new, varied, extended, and ending engagements) with quality checks and policy compliance. 2. Maintain HRIS data integrity, workflows, and document management; drive system/process improvements that streamline HR operations. 3. Design and deliver workforce reporting (headcount, turnover, vacancies, leave, demographics, compliance) for ELT and managers. 4. Build simple dashboards and produce commentary on trends and risks; recommend actions. 5. Provide guidance to HRIS users; support system upgrades and mini-projects



Key responsibilities	Key outcomes	Performance expectations
<i>Offboarding & Exit Management</i>	Employee exits are timely, compliant, and respectful, with operational risks managed and insights captured to inform retention and culture.	<ol style="list-style-type: none"> 1. Coordinate end-to-end offboarding with managers, Payroll, IT, and Asset custodians. 2. Conduct exit interviews; analyse themes and recommend improvements. 3. Ensure final pay accuracy, recovery of property, and completion of required documentation. 4. Support redundancy or settlement processes in collaboration with the GM PEOPLE AND CULTURE and Payroll.
<i>Learning & Development</i>	Targeted learning initiatives improve capability and compliance, and the performance cycle operates consistently to support development and succession.	<ol style="list-style-type: none"> 1. Co-design and coordinate learning programs with SMEs; sometimes facilitate short sessions/inductions. 2. Maintain training records and compliance dashboards; track mandatory requirements and send reminders. 3. Support the performance review cycle (timeline, templates, manager coaching); contribute to capability frameworks and succession inputs. 4. Collect and report learner feedback and evaluate outcomes (participation, satisfaction, on-the-job application). 5. Plan and publish an annual L&D calendar aligned to organisational needs.
<i>Policy & Compliance</i>	HR policies are compliant, current, and understood; staff apply them consistently, reducing organisational risk.	<ol style="list-style-type: none"> 1. Lead or contribute to the development, review, and implementation of HR policies, procedures, and guidance. 2. Ensure alignment with legislation, Fair Work, and SCHADS; maintain a policy/compliance register and version control. 3. Coordinate consultation (managers, HSRs, staff) and deliver clear change communications and briefings. 4. Audit policy adherence and recommend continuous improvements.



Key responsibilities	Key outcomes	Performance expectations
<p><i>Culture, Engagement, Safety & Wellbeing</i></p>	<p>Recognition, engagement, and wellbeing initiatives strengthen culture, improve experience, and support retention.</p>	<ol style="list-style-type: none"> 1. Lead recognition programs (e.g., Shine Awards, Long Service) and ensure criteria, communication and processes are clear. 2. Plan and coordinate engagement events (e.g., Christmas, wellbeing initiatives). 3. Manage engagement and snapshot surveys, including set-up, administration, confidentiality, analysis and action planning with managers. 4. Lead and coordinate RTW plans and WorkCover/injury management with WHS/insurer. 5. Lead quarterly OHS meetings and monitor follow-up actions. 6. Coordinate HSR and First Aid Officer recruitment and compliance. 7. Oversee scheduled OHS workplace checks and ensure accurate record keeping. 8. Collaborate with the Quality, Safety & Practice team, who will assist with follow-up actions arising from OHS checks and meetings. 9. Engagement with staff and teams around culture and wellbeing
<p><i>Student Placements & Early Talent</i></p>	<p>Student placements are compliant, well-managed, and contribute to talent pipelines and community partnerships.</p>	<ol style="list-style-type: none"> 1. Oversee the student placement program (agreements, compliance checks, orientation, supervision coordination). 2. Maintain a central register and ensure screening/agreements are complete before start. 3. Partner with managers and education providers; capture feedback and improve the program.
<p><i>Payroll & Remuneration Support (as required)</i></p>	<p>Payroll-related HR inputs are accurate and timely; employees receive correct entitlements; risk is minimised.</p>	<ol style="list-style-type: none"> 1. Provide advisory support on classification, allowances, and conditions under SCHADS. 2. Quality-check pay changes (appointments, increments, loadings, terminations). 3. Back-up payroll processing during leave periods in line with documented procedures. 4. Identify process improvements and partner with Payroll on remediation where required.



Key responsibilities	Key outcomes	Performance expectations
<p><i>Reporting, Projects & Change</i></p>	<p>Leaders receive clear HR insights; priority HR projects deliver measurable improvements; change is well-managed.</p>	<ol style="list-style-type: none"> 1. Prepare monthly HR dashboards and reports for ELT with analysis and recommendations. 2. Lead or contribute to HR projects (e.g., HRIS enhancements, process redesign, EVP, onboarding uplift). 3. Support change management activities (stakeholder mapping, communications, training materials, adoption tracking).
<p><i>*Team Collaboration and Culture</i></p>	<p>Contribute to a positive and inclusive workplace through respectful communication, collaboration, values-based behaviour, and shared responsibility for achieving goals.</p>	<ol style="list-style-type: none"> 1. Collaborate with others to achieve team and organisational goals. 2. Share insights, information and relevant updates in a timely and constructive way to improve team outcomes. 3. Actively contribute to discussions and consistently attend team meetings. 4. Communicate clearly, respectfully, and professionally. 5. Support and guide less experienced team members or volunteers. 6. Acknowledge and encourage others' contributions. 7. Demonstrate organisational values in daily actions and decisions.
<p><i>*Safety, Compliance & Professional Conduct</i></p>	<p>Work is carried out safely, ethically, and in line with organisational and legal requirements, helping to protect the wellbeing of others and maintain professional standards.</p>	<ol style="list-style-type: none"> 1. Understand and adhere to NDIS Code of Conduct, organisational policies and procedures, and safety requirements 2. Follow incident reporting, manual handling, infection control, and duty of care protocols 3. Report concerns, risks, or incidents promptly and appropriately. 4. Maintain professional behaviour and uphold duty of care in all work activities. 5. Manage staff compliance requirements for Araluen, ensuring adherence to organisational and legislative standards.



Key responsibilities	Key outcomes	Performance expectations
<i>*Mandatory training</i>	A safe, professional, and compliant workplace where organisational standards and legal obligations are met.	<ol style="list-style-type: none"> 1. Complete mandatory training and certifications and accreditations on time and keeps them up to date. 2. Respond promptly to training schedules and reminders 3. Apply training knowledge to everyday work practices and decisions 4. Support others with training requirements when appropriate
<i>*Reflective practice</i>	Regularly reflect on work, set meaningful goals, and take part in performance reviews to support personal growth and contribute to Araluen's success.	<ol style="list-style-type: none"> 1. Take part in goal setting, mid-year check-ins, and year-end reviews, by reflecting on your work and progress. 2. Set clear goals that support your role and team priorities and track your progress. 3. Use feedback and learning to grow and improve your contribution.
<i>*Continuous improvement</i>	A culture of continuous improvement across the organisation, where individuals actively seek to enhance processes, services, and outcomes through curiosity, collaboration, and a commitment to learning.	<ol style="list-style-type: none"> 1. Share Ideas for Improvement: regularly suggest ways to enhance processes, systems, or service delivery. 2. Adapt to Change: embrace new approaches and adjust work practices based on feedback and learning

Decision making authority

Independent Decisions:

Independent decisions (Level 4–5): Makes day-to-day HR advisory and operational decisions within established frameworks and delegated authority, including managing recruitment, onboarding, HRIS workflows and routine policy interpretations.

Higher-autonomy decisions (Level 5): Manages low–medium complexity ER matters end-to-end, contributes to investigations and prepares HR insights and recommendations for leaders.

Referred Decisions:



Escalates complex or high-risk ER/IR matters, policy changes, strategic HR decisions, or issues with significant legal, financial, or organisational impact to the GM People and Culture or senior leadership.

Key Selection Criteria

- Tertiary qualification in Human Resources, Industrial Relations, Business or related discipline (desirable) — or equivalent experience with demonstrated capability to perform the role.
- Demonstrated HR experience (typically 3+ years) covering recruitment, onboarding and HR operations; Level 5 appointment typically requires broader advisory/ER experience.
- Proven capability to support (Level 4) or manage (Level 5) low–medium complexity ER matters with sound judgement and confidential recordkeeping.
- Strong proficiency with HRIS platforms (ideally ELMO or similar) and Excel/reporting; experience producing HR dashboards and insights is desirable for Level 5.
- Excellent communication, relationship-building and coaching skills with a values-led, inclusive approach.
- Organised, proactive and improvement-focused; able to manage competing priorities in a dynamic environment.

Classification

This position may be appointed at SCHADS Level 4 or Level 5 based on qualifications, prior experience and demonstrated capability. Duties of higher complexity (Level 5) will only be allocated where appropriate to the employee’s classification and capability.

Progression from Level 4 to Level 5 is based on demonstrated professional autonomy, consistent delivery of HR advisory work, the ability to independently manage low–medium complexity ER matters, and leading HR projects or systems improvements.

Compliance

- NDIS Worker Screening Check
- Working with Children Check
- Current Australian Driver’s Licence
- Tertiary qualification in a relevant field is preferred
- Requirement to use own smartphone