



JOB DESCRIPTION

Senior HR Business Partner – People & Culture Head Office

RESPONSIBLE TO: Head of People & Culture or any other person as nominated from time to time.

RESPONSIBILITY: The Senior HR Business Partner is responsible for partnering with leaders and their teams to continue to develop the high-performing, client-focused and values-driven workplace culture. Working closely with the People & Culture Team (PC), Executive and leaders, the role provides expert guidance and hands-on support across the full employee lifecycle with a strong focus on psychosocial safety and wellbeing; IR and ER; workforce capability and leadership support; WHS; organizational culture and engagement; and, sustainable and high-quality service delivery.

KEY ACCOUNTABILITIES:

1. Provide expert advice and hands-on support in relation to the full range of Human Resources, employee relations, industrial relations matters, including:
 - a. *Leadership Coaching and Capability Development* – coach and support leaders to build confidence and capability in people leadership. Facilitate constructive conversations and support leaders in navigating complexity and change. Promote strengths-based leadership practices and collaborative approaches to problem-solving.
 - b. *Performance Management* - partner with leadership to ensure the performance management policies, programs and processes effectively facilitate performance, capability, engagement and talent initiatives that achieve Interrelate's Strategic Plan
 - c. *Employee and industrial relations matters* – provide leadership and advice to managers to ensure compliance with industrial relations legislative requirements and contribute to the development of related documents.

- d. *Wellness, WHS and Workers Compensation* – Partner with leaders to identify, assess and manage workplace risks, with a strong emphasis on psychosocial hazards and wellbeing.

Manage workers' compensation claims for the allocated regions; provide recovery to work coordination, reporting, and workplace training. Work closely with the People & Culture Team to introduce and monitor the effectiveness of wellbeing programs that promote resilience, sustainable work practices and employee engagement.

Support compliance with WHS legislation, policies and best practice frameworks. Provide guidance on risk management strategies relating to workload, exposure to trauma, conflict, inappropriate behaviour and psychological injury prevention.

- e. *Diversity, equity and inclusion* – embed the principles of diversity, equity and inclusion in all HR policies, practices and initiatives.
- f. *Recruitment and selection of a highly skilled, innovative workforce* – in collaboration with the Recruitment and HR Business Partner, ensure that Interrelate's recruitment activities, both internal and external, attract and select the right skills and attributes to uphold the Values, deliver quality client/customer-focused services to meet current needs and be adaptable to future needs. Ensure compliance with legislative requirements pertaining to recruitment and selection.
- g. *On-boarding* – support line managers to ensure that new employees and newly promoted employees assimilate quickly and achieve minimum performance standards across all their key performance indicators within probation, or within months for newly promoted employees.
- h. *Generalist HR Support* – provide support across the full range of HR functions as and when required to support leaders, their direct reports or members of the People & Culture Team. Contribute to continuous improvement initiatives within HR systems, processes and practices. Maintain accurate records and ensure confidentiality and professionalism in all interactions.

- 2. Contribute to a positive workplace culture that achieves high levels of employee engagement, employee wellbeing and confidence in Interrelate's ability to meet its operational and strategic objectives.



3. Support the People & Culture Team to deliver their accountabilities.
4. Contribute to the achievement of Interrelate's Strategic Plan by supporting line managers and the P&C Team to ensure the right people with the right skills and commitment are retained and whose ongoing development meets the changing Organisational needs.
5. Contribute to the implementation and utilisation of the Organisation's HRIS and other systems. Identify opportunities for an HRIS to add value and train staff and managers accordingly.

CORE SKILLS, KNOWLEDGE AND ABILITIES:

1. Experience in working with line management to develop solutions for every aspect of people, culture and workforce development including recruitment, selection, onboarding, training, coaching, recognising and rewarding performance.
2. The ability to deliver operational and transformational HR strategies aimed at strengthening staff engagement, development, wellbeing and retention, in line with the strategic plan of the Organisation.
3. The ability to develop supportive and respected partnerships with Interrelate staff and managers, acting as a trusted advisor who combines strong technical HR capability with empathy, sound judgement, coaching capability and practical problem-solving skills.
4. Excellent verbal and written communication skills, possessing a can-do attitude with high attention to detail. Strong organisational skills and the ability to effectively manage multiple competing priorities in complex and emotionally demanding environments.

SELECTION CRITERIA:

- Degree qualifications in Human Resources, Employment Law, Industrial Relations, or Psychology essential
- Minimum 5 years demonstrated experience in a senior HR generalist or HRBP role, ideally within community services, health, education or other human services environments.
- Sound knowledge of Australian employment legislation, industrial instruments and contemporary HR practices. Strong hands-on experience supporting leaders to manage complex IR and ER matters.



- Demonstrated experience supporting workplace health and safety, including psychosocial risk management and psychologically safe workplaces.
- Excellent communication and active listening skills, empathy and emotional intelligence. Strong customer-service orientation in the delivery of HR services and support to staff and line management.
- Strong coaching, influencing and relationship-building skills.
- Proven track record in designing and implementing contemporary, culturally responsive HR policies and procedures that add value to the Organisation and contribute to the achievement of the Organisation's current and future objectives
- Demonstrated commitment to diversity, equity and inclusion.
- Experience with Connx or similar HRIS is highly desirable
- Experience in managing and reporting on HR measures, with highly developed analytical and problem solving skills that allow you to proactively encourage and seek change for more efficient outcome

CAPABILITIES

Ethics – *Highly advanced*: Sets behavioural expectations with align to Code of Conduct, modelling behavior aligned to organizational values

Interpersonal Skills – *Highly advanced*: Motivates others through personal interactions, coaching and mentoring the development of organizational leadership

Problem Solving – *Highly advanced*: Identifies emerging problems for the organization and drives the development of systems which facilitate proactive problem solving.

Valuing difference – *Highly advanced* – Champions the benefits of diversity and inclusion across the organization; develops and models own leadership style.

Confidentiality – *Advanced* – Oversees the implementation and embedding of systems policies and procedures for protection of confidentiality

WHS – *Advanced* - Drives and facilitates the implementation of WHS systems and work practices for health and wellbeing of staff and compliance with relevant legislation



Change Management – Adept - Embeds change management processes and assists in monitoring progress

Networks and stakeholders – Adept – creates and nurtures development of new networks and relationships across broader strategic and political levels.

Written communication – Adept – Writes clear, accurate and succinct communications, reports and documents for a range of audiences.

Verbal communication – Adept – Provides informed, meaningful and relevant messages when communicating with clients and staff

Planning and time management – Adept – Prioritises deliverables to ensure key requirements are met, delegating where appropriate

Achieving results – Adept – Puts systems in place to establish and measure accountabilities, supporting staff, program managers and activities

Policy development and implementation – Adept – Fosters and drives the implementation and embedding of policy, procedures; participates in the review and development of policy

United vision - Intermediate – understands own role in achieving organizational vision, works towards outcomes that contribute to this vision and collaborates to implement innovative ideas.

POSITION REQUIREMENTS:

All Interrelate employees are required to:

1. Understand and comply with all policies and procedures pertaining to the organisation
2. Perform other duties consistent with the responsibilities of the position as required by the Manager
3. Demonstrate an awareness and commitment to the organisation's Code of Conduct, values and purpose
4. Work in collaboration, and network with, key stakeholders and the wider community
5. Follow WHS policies and procedures relating to workers, managers and officers as per Interrelate's WHS policy



6. Understand the principles of equity, diversity and inclusion and the needs of First Nations, LGBTQIA+, Culturally and Linguistically Diverse communities and people who live with a disability

7. Complete and maintain a satisfactory Australian National Police Check

8. Hold clearance of a NSW Working with Children Check and permission to work unrestricted in Australia