



POSITION DESCRIPTION

POSITION TITLE	People and Culture Manager
PROGRAM	Executive Leadership
REPORTS TO	Chief Executive Officer
LOCATION	This position is based in Brunswick Town Hall. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
DAYS & HOURS	Permanent Full Time – 1.0 FTE Monday – Friday between ordinary hours of work or by agreement.
SALARY PACKAGE	Ordinary hourly rate plus superannuation with access to generous NFP tax concessions (specifically, a salary packaging scheme offering up to \$18,550 of your salary tax free)
CLASSIFICATION	Social and Community Services Employee, Level 7 Pay Point 1 to 3 based on qualifications and experience. Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,550 of our salary tax free.
OVER AWARD CONDITIONS	Personal Carers leave – an additional 2 days per year. Total of 12 days in first year of service and 14 days per year thereafter (prorated for part-time)
DIRECT REPORT	People and Culture Administrator Based at the Brunswick Town Hall

ORGANISATIONAL INFORMATION

Hope Street Youth and Family Services Limited ("Hope Street") based in the Northern and Western regions of Melbourne, is one of the longest established specialist youth homelessness services in Victoria delivering a broad range of support services to young people who are experiencing or at risk of homelessness.

With over 45 years' experience in delivering responsive services to young people in local communities, Hope Street provides both strategically targeted and holistic programs for young people aged 16 – 25 years old, including young families. These programs incorporate the following:

- Short term supported crisis accommodation
- Assertive outreach support
- Youth reconciliation involving counselling and support for young people and families
- Advocacy, resource and referral services
- Supported transitional housing

Hope Street is a not-for-profit organisation whose vision is a society in which all young people and young families have a safe place to call home. Our purpose is to influence change to end youth homelessness and empower young people and young families to reach their full potential. Our values are Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.

Hope Street has zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The



organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.

Visit the Hope Street website www.hopest.org for more information.

POSITION INFORMATION

The People and Culture Manager is responsible for identifying, developing and implementing people management initiatives to ensure the effective management and development of the workforce to achieve organisational objectives. This role also provides leadership and support to the People and Culture Administrator to create a cohesive HR administration function.

The People and Culture Manager will:

- Work with the CEO and the executive leadership team to achieve the strategic direction of the organisation.
- Lead and pro-actively identify, develop and implement: people management; development; a successful workplace culture; recruitment and retention strategies; and best practice.
- Lead the implementation, monitoring and review of Hope Street's Workforce Capacity Development Strategy.
- Collaborate with internal and external stakeholders to maintain industry leading HR and People and Culture systems, software, policies and procedures, and practices.
- Lead continued improvement and embed a culture of quality improvement and responsiveness, with a 'can do' approach.

The People and Culture Manager is to lead with a strong focus on Hope Street's vision, purpose, values and standards. Programs operate across all Hope Street locations in the Northern and Western metropolitan areas. The People and Culture Manager is based at the Brunswick Town Hall, however, also provides a presence working from the other Hope Street locations as required.

KEY RESPONSIBILITIES

1. People and Culture Strategy

The purpose of the People and Culture strategy is to communicate to all stakeholders the intentions of the organisation in how it will lead and manage its human resources, measure progress, and evaluate outcomes contributing to the organisation achieving its objectives. It will guide the design and implementation of HR programs and initiatives.

Key Performance indicators:

- Achieve excellence in the success of the People and Culture KPI's of the Strategic Plan and the Business Plan across all areas of the organisation
- Lead and pro-actively contribute and conduct HR/Business projects and lead HR cyclical processes (HR Workshops, Performance Review Processes, Annual Salary Increases and Engagement Survey etc.)

2. Culture and Change Management.

Culture and Change Management aims to strengthen and encourage employees to adopt behaviors and mindsets that are consistent with the organisation's values and goals. Cultural change may be necessary to better align the behaviors of employees with current and future business objectives.

Key Performance Indicators

- Identify, develop and implement leading workplace culture/change management initiatives in consultation with the CEO.
- Provide (including develop and conduct) training, workshops, resource materials and specialist advice to managers to achieve a productive and engaged workplace culture.



- Manage the delivery of Employee Engagement Surveys to show a survey-to-survey improved engagement rating and report to the CEO with recommendations for improvement.
- Develop action plans from Employee Engagement Surveys to address areas for improvement.
- Ensure a Hope Street values-based culture is embedded into organisational conduct and practice.
- Develop and circulate a quarterly Staff e-Newsletter.

3. Employee Relations/ Grievances/ Discipline

The People and Culture Manager works with internal stakeholders enabling the organisation to create and maintain a positive and safe environment and relationship with its employees. This encompasses clear documentation of responsibilities, standards, expectations, values and processes and access to resources to achieve optimum support, contribution and development of staff.

Key Performance Indicators

- Ensure managers are provided with timely and accurate advice, internal and external resources and provide assistance on managing performance issues and employee grievances.
- Assist and lead investigations in relation to employee relations concerns and resolve workplace conflict in a fair, timely and efficient manner consistent with employment legislation.
- Remain up to date with employment legislation and IR/HR industry trends.

4. Recruitment & HR Systems

By monitoring the recruitment process and offering opportunities for professional development, Hope Street will attract talented employees. Hope Street has implemented the Human Resources Information System software Elmo designed to help meet core HR needs and improve the productivity of both managers and employees. The People and Culture Manager in conjunction with the People and Culture Administrator will continue implementation of Elmo ensuring Human Resource lifecycle processes are embedded, utilised effectively and meet needs of the organisation, staff and manager end users.

Key Performance Indicators

- In conjunction with the People and Culture Administrator, ensure end-to-end recruitment is successful.
- Lead the recruitment of Executive Leadership Team and utilise relationships with industry recruitment companies to ensure the ELT is sufficiently resourced.
- Ensure vacant roles are filled with qualified candidates in a timely manner to ensure business continuity.
- Develop and manage online learning through Elmo and/or other providers engaged by Hope Street
- Ensure compliance is met in all HR areas, documented, audited and reported internally.

5. Reporting & Advice

It is critical that the People and Culture Manager provides HR reports as it provides both quantitative and qualitative information on employees, current work practices, and organisational trends. This information is vital for informed decision making. Regular HR reporting enables both People and Culture and management to keep their fingers on the organisation's pulse by tracking key workforce metrics.

Key Performance Indicators

- Accurate and timely internal reporting including monthly written reports to the CEO and quarterly audit reports to the Risk Management and Compliance Committee
- Provide accurate and timely advice as a subject matter expert on all areas of HR – including performance management, recruitment and selection, employee and industrial relations and learning and development.
- Develop and review People and Culture policies per Hope Street procedures and ensure changes are effectively communicated and new processes implemented across the organisation.



- Regularly monitor and report on data from OH&S incidents, People and Culture surveys, EAP usage and Employee Probationary Reports to determine the success of HR initiatives and to identify areas for improvement.

6. Occupational Health and Safety

The People and Culture manager must provide timely, accurate advice, information and support to management and staff on a range of Occupational Health & Safety (OHS) policies, systems and procedures in order to ensure compliance with the Health and Safety Act and regulations.

Key Performance Indicators

- Lead the People, Health and Environment Committee fulfilling its Terms of Reference
- Engage, support, resource and assist managers to succeed with OH&S compliance and the effective implementation of systems, policies and procedures to maintain safe work practices and to eliminate hazards
- Lead and resource the Disaster Management Working Group and action items as required
- Reduce the number of Worker Health and Safety claims and develop, support and oversee the implementation of effective return to work plans.

7. Leadership to the People and Culture Administrator

The People and Culture Manager has responsibility to ensure that the work completed by the People and Culture Administrator is supervised, directed, and assessed. Further responsibility involved training and development as well as performance management of the People and Culture Administrator.

Key Performance Indicators

- Provide direction, scope and role clarification, coaching, resourcing, support and regular supervision for success.
- Create an effective and positive work environment, measured through informal and formal feedback.
- Ensure development opportunities are identified and provided to develop skills.
- Ensure People and Culture Strategic direction and Business Plans are discussed, and input is sought as required.

General

- Adhere to Hope Streets values of Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.
- Adhere to the Child Safe Standards and Hope Street Code of Conduct
- Comply with organizational policies and procedures as updated from time to time
- Maintain a safe environment at all times.
- Undertake a police check prior to commencement and every three years thereafter and inform Hope Street immediately of any convictions.
- Maintain an up to date Working with Children Check.
- Actively participate in supervision and performance review procedures
- Contribute to a positive organizational culture
- Actively work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.
- Undertake other duties as requested



KEY SELECTION CRITERIA

1. Minimum bachelor's degree qualification in Human Resource Management or similar.
2. Sound knowledge and experience in all areas of Human Resource Management, including employee relations, performance management, learning and development, recruitment and selection, organisational development and workplace health and safety.
3. Sound knowledge of employment legislation, compliance and contemporary People and Culture practices.
4. High level communication, negotiation, research and influencing skills.
5. Thorough understanding of legislative and governance compliance and application within the community sector.
6. Ability to contribute to strategic leadership at an executive level.
7. Experience within a not for profit or community sector organisation.
8. Demonstrated ability to contribute constructively as a leader and team member for the benefit of the whole organisation.
9. Highly developed written and verbal communication skills such as active listening, negotiation, problem solving, researching/exploring, decision making, report writing.
10. Competency with Microsoft Office, Teams, SharePoint, HR and other software.
11. Experience implementing human resource systems including Elmo is an advantage
12. Current drivers' licence.

Other Relevant Information

- The appointment is subject to a clear police record check prior to commencement
- The applicant is required to hold a current Employee Working with Children Check