



Position Description

Program or Function name:	People and Culture
Role Title:	HR Business Partner
Award Classification: (If relevant)	Non-award
Primary Office:	National Support Office, South Melbourne
Working arrangement:	Work from home/Hybrid
Employment Status:	Permanent
Reports to:	Senior Manager People and Culture

OzChild

Founded in 1851, OzChild supports vulnerable children and young people by providing healing, preventing abuse and neglect, and strengthening families. It is our goal to see that all children and young people are safe, respected, and nurtured, and reach their full potential.

Child Safety

We are committed to protecting children and young people from all forms of abuse, bullying, exploitation and neglect, and to creating environments in all our programs and services where children are safe and feel safe.

We are committed to listening to children and addressing any concerns they raise with us. OzChild will treat all allegations of child abuse very seriously. We will report all allegations in compliance with incident reporting, mandatory reporting and reportable conduct requirements.

All OzChild People are required to support this commitment to child safety, and to always behave appropriately towards children.

Role Purpose Summary

On a national level, the key focus of this role as part of the HRBP/Advisory team, is to provide effective generalist HR Business Partnering support to People Leaders and provide advice to employees in line with HR, work health and safety best practice within exemplary customer service.

The role provides strategic and operational HR support to enable effective service delivery, build leadership capability, and ensure compliant people practices in line with the OzChild People and Culture strategy.



In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:

- **We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams.
- **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high quality services to children and young people, their families and to carers/volunteers.
- **We deliver innovative solutions:** Engage others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan.
- **We set each other up for success:** Support collaboration with internal and external stakeholders and directly support your team and the Service Delivery and Program Teams by providing the necessary guidance, development, and tools for people to achieve success in their roles.
- **I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence.

Position Specific Responsibilities

HR Business Partnering/Advisory

- Support change management in collaboration with people leaders and employees to adjust structures, roles, policies and employee knowledge as needed to meet the strategic and operational objectives of OzChild
- Develop and deliver leadership reporting on workforce lifecycle and utilise the information to build leader capacity in people management directives and decisions
- Ensuring continuous improvement in the OzChild employee experience of People and Culture services
- Provide technical advice that is consistent in application and against external standards such as WHS legislation and employment law while ensuring appropriate use of People and Culture systems and internal policies
- Work, health and safety advice, support and associated tasks and responsibilities
- Partner with people leaders to provide leadership and focused support in generalist HR including compensation/award interpretation, coaching and performance management, resolution of issues, industrial relations, employee relations, identification of learning and development needs, retention strategies and career development
- Assists in identifying legal requirements and government reporting regulations affecting people and culture functions
- As requirement ad hoc projects, case management, tasks as directed by the Senior Manager People & Culture

Key Accountabilities

- Strategic and operational Business Partnering through alignment to workforce planning with service delivery needs and support organisational design and change initiatives
- Employee & Industrial Relations through providing expert ER/IR advice and ensuring compliance with legislation
- Leadership Capability through coaching and supporting people leaders and building capability in performance and engagement
- Workforce Insights through providing reporting insights and use data to inform decisions
- People Experience & Culture through drive engagement and retention initiatives
- WHS & Compliance through advising and supporting safe work practices

Scope of the Role

- Partners with People Leaders across service programs
- Operates across multi-site and multi-state environment
- No direct reports (project leadership may be required)

Success Measures

- Improved leadership capability in people management & change management
- Timely and effective resolution of ER matters
- Positive employee experience outcomes
- Delivery of quality workforce insights
- Compliance with legislation and WHS requirements

Key Job Relationships

Internal

- People & Culture Team
- People Leaders across the organisation
- Senior Leadership / Executive Leader teams

External

- Contractors
- Government bodies, industry associations
- Employer Advocates
- Unions
- Workcover Insurers across states and territories
- Membership organisations
- WorkSafe

Qualifications

Education: A degree qualification in Human Resources or related discipline

Experience:

- Demonstrated experience in providing generalist HR service in a business partner model
- Experience in managing employee relations matters e.g. grievance, redundancy, restructuring, award/employment agreement
- Demonstration experience in Industrial Relations advice and mitigation of risk
- Demonstrated experience in the provision of operational human resources services e.g.

recruitment, induction, training and development, performance management

- Policy development and review
- Demonstrated experience in work, health & safety in multi-site locations
- Employment law and award interpretation
- Demonstration of exemplary communication and stakeholder engagement
- Demonstrated experience in using HR Systems and reporting

Licences:

- Satisfactory safety screening (National Police Check, Working with Children Check)
- A current Australian Driver's License

Skills:

- IR, ER, Award Interpretation and employment law
- Payroll and HRIS systems utilisation
- Conflict resolution and coaching
- Advanced written and communication skills
- High level of self-awareness and resilience
- Strong analytical skills and use of full suite of Microsoft office
- Project management skills
- Analytical and problem-solving

Mandatory Training

All employees of OzChild are required to complete Mandatory Training and Program Specific training upon commencement of employment and complete refresher training as required.

Organisational Responsibilities

- Demonstrated ability to work as part of, and contribute to, a person-centered team
- Facilitate good working relationships with all services of OzChild, the clients, their families and other people significant to the client
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity
- Attend client and employees related meetings, workshops, conferences and training as required.
- Ensure privacy and confidentiality are always upheld
- Be familiar and comply with OzChild policies, procedures and other work instructions as updated from time to time
- Represent OzChild and our services in a positive manner at forums, meetings and training with external agencies
- Assist in the development of continuous improvement and service accountability initiatives as

needed

OzChild People Responsibilities

- Ensure compliance with OzChild’s Code of Conduct, policies and procedures, and commitment to cultural awareness and child safety
- Demonstrate commitment to diversity, inclusion, respect differences and foster an environment and relationships that are safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- Participate in and complete all mandatory training, and participate in other training and development opportunities to ensure they have the necessary qualifications, skills, certificates and clearances to meet the requirements of their position
- Embrace and utilise technology and new ways of working to enhance collaboration, effectiveness and outcomes
- Ensure the safety and well-being of self and other
- Work together as a team and encourage and support others within their team
- Speak up, and making it clear when behaviour is unacceptable
- Support those who are affected by breaches of policy or procedure and encouraging them to act
- Raise concerns and or complaints in a constructive manner, including identifying possible solutions

Safety and Wellbeing Responsibilities

- Assume accountability for safety and wellbeing for self and others;
- Undertake all duties safely and in accordance with applicable policy, procedures and processes
- Participate in safety and wellbeing consultative forums and contribute ideas to improving safety and wellbeing
- Where appropriate, participate in workplace safety and wellbeing training, programs and initiatives
- Report all work health and safety breaches, hazards and incidents, and assist with actions to reduce and eliminate risks
- Report any work related or non-work related injury or illness
- Support return to work programs to facilitate safe and durable return to work for OzChild People, where possible, for both work related and non-work related Health Condition/s

Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of responsibility.

I have read and understood the position description.

Employee Name:

Employee Signature:

Date:

[Click here to enter a date.](#)