

CatholicCare NT Role Description

Position Title	HR Business Partner
Position Number	CC2752
Salary	Base Salary SCHADS Level 7 Plus superannuation guarantee, 17.5% leave loading and salary packaging option
EFT	Full time 38 hours per week Monday to Friday 8:30 – 5:00pm Office based position
Location	Darwin City
Completion	Ongoing (subject to funding)
Last Reviewed	JUNE 2026

1. Position Overview

The HR Business Partner is a trusted internal partner who works closely with leaders across CatholicCare NT to strengthen people management capability, resolve workforce issues, and support a positive, accountable and high performing workplace culture.

This role provides practical, timely and solution focused HR advice across the employee lifecycle, with a strong emphasis on coaching leaders, managing complex people matters, improving consistency, and contributing to strategic and operational HR outcomes.

The role is suited to a proactive and capable HR professional who is curious, innovative, self-motivated and confident in taking initiative. The HR Business Partner works closely with the General Manager Human Resources, contributes to HR projects and service improvement, and plays an active role in building a high performing HR team.

2. Purpose of the Position

The HR Business Partner exists to:

- Partner with managers to build confidence, capability and accountability in people leadership.
- Provide contemporary, practical and risk-aware HR advice that supports sound decision-making.
- Identify issues early, think critically, and develop workable solutions to people and workforce challenges.
- Contribute to continuous improvement across HR systems, practices, policies and service delivery.
- Support the General Manager Human Resources in delivering strategic priorities and strengthening the performance of the HR function.

3. Organisational Relationships

The HR Business Partner:

- Reports to the General Manager Human Resources or nominated delegate.
- Works closely with Program Managers, Regional Managers and other leaders across the organisation.
- Collaborates with members of the broader HR team to ensure responsive, consistent and high-quality HR support.

4. SCHADS Level 7 Characteristics

- Operate under limited direction and exercise managerial responsibility for various functions within a section and/or organisation or operate as a specialist, a member of a specialised professional team or independently.
- Involved in establishing operational procedures which impact on activities undertaken and outcomes achieved by the organisation and/or activities undertaken by sections of the community served by the organisation.
- Involved in the formation/establishment of programs, the procedures and work practices within the organisation and will be required to provide assistance to other employees and/or sections.
- Responsibility for decision-making and the provision of expert advice to other areas of the organisation.
- Undertake the control and co-ordination of the organisation and major work initiatives.
- Employees require a good understanding of the long-term goals of the organisation.
- Positions at this level may be identified by the level of responsibility for decision-making, the exercise of judgment and delegated authority and the provision of expert advice.
- Management of staff is normally a feature at this level.
- Set outcomes in relation to the organisation and may be required to negotiate matters on behalf of the organisation.

5. Key Responsibilities and Performance Standards

5.1 Partner with leaders to build management capability

- Act as a key HR contact for leaders, providing timely, practical and professional advice.
- Coach and support leaders in performance management, employee development, misconduct and disciplinary processes, workplace concerns, change processes, and other complex people matters.
- Build manager capability through regular engagement, coaching, training and clear guidance on policies, procedures and good people practices.
- Support leaders to address issues early, make sound decisions, and manage matters with confidence, fairness and consistency.

5.2 Deliver solutions focused HR support

- Take a proactive and solution focused approach to workforce issues, balancing operational needs, employee experience, compliance obligations and organisational values.
- Investigate issues, ask thoughtful questions, analyse risks and options, and recommend practical courses of action.

- Maintain strong working knowledge of employment legislation, modern awards, enterprise obligations, HR policy and relevant organisational requirements.
- Use judgment and initiative to progress matters independently, escalating where appropriate.

5.3 Drive consistency, improvement and innovation

- Promote consistent application of HR frameworks, policies and practices across the organisation.
- Identify recurring issues, process gaps and improvement opportunities, and contribute ideas that improve efficiency, service quality and user experience.
- Support review and development of HR procedures, tools, resources and templates to strengthen leader capability and reduce risk.
- Contribute to innovative and practical approaches that improve engagement, retention, team effectiveness and workforce outcomes.

5.4 Contribute to strategic and operational HR outcomes

- Work closely with the General Manager Human Resources to understand organisational priorities, workforce challenges and emerging risks, and contribute to effective responses.
- Assist with HR reporting, workforce insights, compliance activity, audits and analysis to support informed decision-making.
- Contribute to the planning and delivery of HR projects and strategic initiatives aligned with the broader HR agenda.
- Support implementation of initiatives that strengthen culture, leadership capability, employee experience and organisational performance.

5.5 Strengthen the HR team

- Actively contribute to a collaborative, accountable and high-performing HR team culture.
- Share knowledge, provide support across the team, and contribute to cross-coverage during periods of leave or peak workload.
- Take ownership of work, follow through on commitments, and model professionalism, initiative and continuous improvement.
- Work constructively with colleagues to solve problems, improve service delivery and achieve team objectives.

5.6 Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during

the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty-eight (48) hours.

6. Capability profile

The successful incumbent will demonstrate:

- A solutions-focused approach, with the ability to assess issues, generate options and implement practical outcomes.
- Curiosity and sound judgment, including the ability to ask the right questions, explore root causes and identify risks and opportunities.
- Initiative and self-direction, with the confidence to work independently, take ownership and progress work without close supervision.
- Innovation and continuous improvement mindset, with a willingness to challenge outdated practices and suggest better ways of working.
- Strong stakeholder capability, including coaching, influencing, relationship building and working effectively with leaders at different levels.
- Resilience, discretion and professionalism when managing sensitive or complex matters.
- Strong verbal and written communication skills, with the ability to communicate clearly, respectfully and with impact.

7. Work Conditions

The HR Business Partner works in a busy open office. The role may require after hours work as approved by the GMHR. This position requires occasional travel to regional and remote offices to understand the context of the work. This travel may include travel in light aircraft and basic accommodation. Any work outside of business hours would be balanced by equivalent time off through the week, so that the total hours per fortnight does not exceed the normal 76 hours.

8. Selection Criteria

- 1) Qualifications in a relevant field, e.g., human resources, employment relations, organisational development, or a related discipline.
- 2) Demonstrated senior generalist HR experience, including partnering with leaders on complex employee relations and workforce matters.
- 3) Strong working knowledge of Australian employment legislation, modern awards, HR policy application and contemporary people practises
- 4) Demonstrated ability to coach, influence and build capability in managers to support effective people leadership
- 5) Proven ability to work autonomously, use initiative and deliver high-quality outcomes in a fast-paced environment.
- 6) Demonstrated experience identifying improvement opportunities and contributing to practical, innovative HR solutions.
- 7) Strong analytical, written and interpersonal communication skills.
- 8) Demonstrated cultural competence, including the ability to work respectfully and effectively in Aboriginal and culturally diverse contexts.

- 9) Experience in the community services, not-for-profit or similar sector would be well regarded.

9. Personal attributes

The incumbent will be expected to demonstrate:

- Integrity, professionalism and sound judgment.
- A proactive, can-do approach.
- Commitment to collaboration and shared success.
- Respect for diversity, inclusion and cultural safety.
- Resilience, adaptability and a calm approach under pressure.
- Commitment to the mission, values and service principles of CatholicCare NT.

10. Special Conditions

- 1) Must be an Australian Citizen or have unlimited work rights within Australia.
- 2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children or been charged or convicted of a domestic violence offence.
- 3) Valid NT Drivers Licence and Ochre Card.
- 4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- 5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (ICHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 6) Will be required to travel to regional or remote locations, including overnight travel.
- 7) This position is classified as an essential worker position for the purpose of directions issued by the NT Chief Health Officer.
- 8) Six-month probation period.
- 9) Non-smoking working environment.
- 10) The contact details of at least two referees are required.
- 11) Evidence of qualification attainment will be required.
- 12) Aboriginal people are strongly encouraged to apply.