



Position Description

Position Title	Case Manager
Portfolio	People, Culture and Engagement
Area	HR Business Partnering
Reports To	Workplace Relations Lead

Organisation Purpose

Our vision at the Brotherhood of St. Laurence (BSL) is an Australia free of poverty. Our purpose is to advance a fairer Australia through our leadership on policy reform, our partnerships with communities, and the quality of our services.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, industry and communities to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our services that support financial wellbeing. We research the causes and effects of poverty and connect research, practice and policy to advocate national, state and local policy responses to poverty.

BSL values diversity and inclusion with regard to our staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all people to be supported, respected, safe and empowered.

Portfolio Purpose

People Care and Operations (PC&O) partners with the people of BSL to create an Australia free of poverty. We provide insight and build capability of our leaders, staff and the organisation generally to lead, manage, and develop our people and keep them healthy and safe.

We are embarking on a transformational journey reviewing current people practices, processes and systems to create a service environment that supports the delivery of inclusive, agile, responsive and robust services that will enhance the employee experience.

Position Purpose

The Case Manager/ IR Specialist delivers high-quality end-to-end management of complex employee relations (ER) and industrial relations (IR) matters, ensuring timely, fair and compliant resolution of workplace issues while partnering closely with HR Business Partners.

Key Responsibilities

1. Case Management & Resolution Delivery

- End-to-end management of complex ER/ IR matters, such as misconduct, performance, grievances, complaints
- Manage workplace investigations, by conducting fact-finding, interviews, evidence assessment, and completing investigation reports
- Provide risk-based recommendations on outcomes in line with policy, precedent and legislation
- Manage interactions with BSL Legal Counsel and external bodies (e.g., Fair Work Commission) and prepare materials for proceedings where required
- Drive continuous improvement in case management processes, tools, and documentation
- Provide subject matter expertise on Industrial & Employee Relations matters

2. Risk, Compliance & Governance

- Ensuring consistency, defensibility and alignment with legal and industrial frameworks across cases
- Apply employment law, awards/ Enterprise Agreements and internal policy to all cases
- Maintain high-quality audit-ready case documentation and records
- Ensure procedural fairness and mitigate legal risk
- Identify and escalate high-risk matters early to BSL Legal Counsel, such as potential unfair dismissal & General Protections concerns
- Support and contribute to responses to external claims, commissions or legal reviews as delegated
- Uphold investigation and decision-making standards across cases

3. Stakeholder Partnering & Advisory

- Provide high level practical, risk-based advice to P&C Business Partners and people leaders
- Partner with P&C Business Partners to align case strategy with broader business context
- Act as a subject matter expert for the P&C Business Partnering team
- Manage sensitive communications with employees and representatives, such as unions

4. Insights, Continuous Improvement & Capability Uplift

- Track case data, themes and trends, such as hotspots, repeat themes, leader capability gaps
- Provide insights and recommendations to P&C Business Partners and the Workplace Relations Lead
- Working closely with the P&C Business Partnering Team Leader, identify systemic risks and recommend preventative actions
- Together with the P&C Business Partnering Team Leader, analyse repeat themes and develop strategies to address these via end-to-end employment processes and systems
- Contribute to improving case management frameworks, tools and processes
- Support development of resources for people leaders
- Inform and support capability uplift initiatives for people leaders, based on recurring issues

5. Other

- Work collaboratively within teams to achieve common goals.
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities.
- In collaboration with manager, set goals and objectives to ensure outcomes are met.
- Model BSL's values and adhere to the Code of Conduct in everyday work practices.
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- This position will require indirect contact with children and/or vulnerable individuals.

- Other duties as required.

Scope of Responsibility

Direct Reports:

Nil

Indirect Reports:

Nil

Key Selection Criteria

Career Experience:

- Demonstrated experience managing end-to-end complex employee/industrial relations cases, including misconduct, performance, grievances, and workplace complaints
- Strong experience conducting or supporting workplace investigations, including evidence gathering, interviewing, and report writing
- Strong experience applying employment legislation, awards/agreements, and organisational policies in practical scenarios
- Proven ability to partner with HRBPs and leaders to provide timely, pragmatic advice and risk-based recommendations and advice
- Experience managing high-volume caseloads while maintaining quality and consistency of outcomes

Personal Qualities:

- Strong judgement and integrity, with the ability to manage sensitive and confidential matters
- Resilient and composed under pressure, particularly in escalations or conflict situations
- Highly effective stakeholder management and influencing skills, guiding leaders through complex issues
- Strong analytical and problem-solving capability, balancing legal risk, fairness and business outcomes
- Clear and confident communication skills, simplifying complex matters
- Well organised, with the ability to prioritise and manage competing demands effectively

- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety.
- Understanding of and empathy with the values and ideals of BSL

Qualifications/Other:

- Tertiary qualification in Human Resources, Employment Relations, Law, or a related discipline (or equivalent experience)
- Sound knowledge of Australian employment law, including Fair Work legislation and relevant industrial instruments
- Formal training or certification in workplace investigations (desirable)
- Membership or working towards membership with a professional HR body (e.g. AHRI) (desirable)

Mandatory Employment Criteria

- Specific work requirements include work-based travel and attendance at a variety of different work locations.
- Proof of eligibility to work in Australia is required.
- A Statutory Declaration to confirm past criminal history is required as per the Aged Care Act - BSL will support successful candidates in this process.
- A satisfactory Police Check is required – BSL will support successful candidates in this process.
- A Working with Children Check is required – BSL will support successful candidates in this process.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur, and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.