

Position Profile

Position Title	Human Resources Coordinator
Reports To	Workforce Development and Business Services Manager
Location	The position is based in Bendigo, Central Victoria <i>Attendance at alternative sites across the Loddon Campaspe Region may also be required to fulfill the requirements of the role</i>
Enterprise Agreement	CASACV Enterprise Agreement 2024
Classification	Support Services Grade 4
Hours of Work	60.8 hours per fortnight (0.8 EFT)
Tenure	12-months Fixed Term
Date Reviewed	July 2026

About CASACV

The Centre Against Sexual Assault Central Victoria (CASACV) is an incorporated not-for-profit community organisation governed by an independent Board. CASACV receives core funding from the Victorian Government.

CASACV is a leading agency in the prevention of sexual violence and the provision of specialist, evidence-based therapeutic services for children, young people and adults across the Loddon region. Services also extend to the support networks of those affected.

All services provided by CASACV are free and confidential, and include:

- **Specialist counselling** for adults, young people, and children who have experienced sexual assault – either recently or in the past – as well as for their non-offending parents, partners, families, and friends.
- **24-hour crisis care** for recent sexual assault survivors, offering crisis response, support and advocacy.
- **The REFOCUS Program**, a family-centred, early intervention therapeutic service for children and young people under 18 who have engaged in problematic or harmful sexualised behaviours (HSB).
- **Sector and community capacity-building** through advocacy, secondary consultation, professional training, and community education.

CASACV employs over 30 qualified professionals across disciplines such as psychology, social work, family therapy, art therapy, and psychotherapy. Services are delivered from two sites in Bendigo, with outreach locations in Kyabram, Kyneton, Maryborough, Echuca/Rochester, and Tarrengower Prison.

CASACV is co-located within the Bendigo Multi-Disciplinary Centre (MDC), working in close partnership with Victoria Police's Sexual Offences and Child Abuse Investigation Team (SOCIT), the Department of Families, Fairness and Housing (Child Protection), and Bendigo Community Health Service. This integrated model supports adult and child survivors with counselling, information and support options across multiple pathways.

Staff are supported through high-quality clinical supervision by experienced professionals who foster a culture of reflective practice, personal growth, and learning in a safe and structured environment. CASACV is committed to continuous learning and professional development, ensuring excellence in client outcomes and organisational performance.

CASACV is proud to offer a positive, supportive, and family-friendly workplace. We value diversity and inclusion, and we strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, individuals with disabilities, and people of all genders and sexual orientations.

Our Vision

Our vision is a community where all people live free from sexual violence and feel safe, respected and empowered.

Our Purpose

- To provide high-quality, sensitive and responsive services to people who have experienced and been impacted by sexual and family violence within the Loddon region
- To design and implement evidence-based education programs and initiatives that create systemic and social change to prevent gendered violence

Our Values

At the heart of our work is feminism, which guides our commitment to gender equality and champions the rights of children, young people and adults to live free from sexual violence and harm as a fundamental human right. Through this lens, we uphold CASACV's values.

RESPECT We treat everyone with dignity, honesty and care, fostering trust, inclusivity and valuing diverse perspectives.

INTEGRITY We act with honesty, transparency and reliability, taking ownership of our actions and striving for excellence. We embrace continuous improvement and foster trust and growth within our organisation and community

SAFETY We create trauma-informed, non-judgemental spaces where survivors feel heard, respected and empowered, prioritising their needs and supporting healing.

EXCELLENCE We pursue the highest standards in all aspects of our work. Feminism shapes and strengthens these values and ensures we stay focused on creating a community free from oppression and grounded in dignity, justice and equality.

Position Requirements and Responsibilities

The Human Resources Coordinator is located within the Business Services Team and provides coordinated human resources, workforce development and employment compliance support to enable safe, effective and well-governed organisational operations.

Position Objective

The Human Resources Coordinator supports the Workforce Development and Business Services Manager to deliver contemporary human resource management services that strengthen organisational capability, employee experience and employment compliance. The role provides specialist advice and coordinates HR policies, systems, workforce development initiatives and people practices that promote a diverse, equitable, inclusive and culturally safe workplace. Operating within a trauma-informed, feminist and values-based framework, the position contributes to a safe, respectful and engaged workforce aligned with CASACV's vision, purpose and values.

Relationships and Reports

Reports To	Workforce Development and Business Services Manager
Supervises	Nil
Delegation	The position provides specialist advice and recommendations but does not hold delegated authority to make employment decisions unless specifically authorised.
Internal Stakeholders	• Executive Leadership Team • Team Leaders • Program and Services Team Members • Business Services Team Members • All CASACV Employees • CASACV Board (indirectly through reporting and governance requirements)
External Stakeholders	• Partner organisations and referring agencies • Payroll, HRIS and salary packaging providers • Relevant government, regulatory and compliance agencies • Employment and industrial relations advisors • Unions and employee representative bodies • Suppliers and service providers

Core Duties and Key Result Areas

1. Human Resources Advice and Employee Relations

Key Responsibilities

- Provide advice and support to managers and employees on employment legislation, industrial instruments, policies and procedures
- Coordinate employee relations matters including grievances, investigations, disciplinary processes and workplace issues
- Support organisational change initiatives and consultation processes
- Build productive working relationships with managers, employees, unions and employee representatives
- Ensure HR practices align with legislative, industrial and organisational requirements

Performance Indicators

- HR advice is accurate, timely and consistent with legislative and organisational requirements
- Employee relations matters are managed professionally and within agreed timeframes
- Organisational change processes are supported with appropriate consultation and communication
- Positive working relationships are maintained with key stakeholders
- Compliance risks are identified and addressed proactively

2. Recruitment, Onboarding and Workforce Planning

Key Responsibilities

- Coordinate end-to-end recruitment and selection activities
- Coordinate onboarding and induction programs for new employees
- Support workforce planning, succession planning and talent acquisition initiatives
- Support the development of strategies to attract, recruit and retain a capable and diverse workforce
- Ensure recruitment processes align with equal employment opportunity principles

Performance Indicators

- Vacancies are filled within agreed recruitment timeframes
- Recruitment processes are compliant, fair and well documented
- New employees receive effective onboarding and induction
- Workforce planning initiatives are implemented as scheduled

3. Learning, Development, Performance and Inclusion

Key Responsibilities

- Coordinate and support the delivery of workforce learning, professional development and capability-building initiatives that align with organisational priorities and enhance individual and organisational performance
- Support managers and employees to implement performance review processes, individual workplans, learning development plans and other workforce development initiatives

- Coordinate training activities, maintain learning and development records, and monitor participation and completion of approved learning programs
- Review and support implementation of CASACV's Diversity and Inclusion Strategy to ensure workforce training, professional development and capability-building initiatives promote diversity, equity, inclusion, cultural safety, accessibility and contemporary evidence-informed practice

Performance Indicators

- Learning, development and performance review activities are coordinated effectively, completed within agreed timeframes and aligned with organisational priorities
- Managers and employees receive timely and effective support to implement performance reviews, individual workplans and professional development plans
- Training records and learning data are accurate, current and maintained in accordance with organisational requirements
- Workforce development initiatives align with CASACV's Diversity and Inclusion Strategy, contemporary best practice and organisational priorities, and contribute to an inclusive, culturally safe and accessible workplace

4. HR Systems, Reporting, Payroll and Employment Compliance

Key Responsibilities

- Maintain accurate, secure and confidential HR records, employee data and information systems
- Support employment contract administration, position evaluation processes and remuneration review activities
- Prepare workforce reports, metrics and analysis to support operational, Executive and governance decision-making
- Monitor payroll, salary packaging and employment documentation processes to support compliance with legislation, industrial instruments and organisational requirements
- Identify and escalate payroll, remuneration or employment compliance issues as required

Performance Indicators

- HR records, personnel files and workforce data are accurate, current and maintained in accordance with confidentiality and records management requirements
- Workforce, payroll and employment reports are accurate, timely and support informed decision-making
- Employment documentation, contract administration and remuneration processes are completed accurately and within required timeframes
- Payroll, salary packaging and employment compliance issues are identified, monitored and escalated appropriately
- HR systems and reporting processes support efficient, compliant and effective workforce administration

5. Workforce Wellbeing, Safety and Return to Work

Key Responsibilities

- Support workplace health, safety and wellbeing initiatives

- Coordinate staff wellbeing activities and programs
- Coordinate return-to-work plans for injured employees
- Assist with management of WorkCover claims as directed
- Work collaboratively with managers and relevant stakeholders to support employee wellbeing

Performance Indicators

- Return-to-work plans are implemented and monitored appropriately
- Wellbeing initiatives are delivered as planned
- WorkCover and injury management documentation is maintained accurately
- Managers receive timely advice regarding employee wellbeing matters
- Legislative and organisational obligations are met

6. Policy, Governance and Continuous Improvement

Key Responsibilities

- Support the development, implementation and review of human resources, diversity, equity, inclusion and cultural safety policies, procedures, frameworks and initiatives to ensure alignment with organisational objectives, legislative requirements and contemporary best practice
- Contribute to governance, workforce reporting and quality improvement activities, including the preparation of reports, metrics and insights for the Executive Leadership Team and Board
- Identify, implement and monitor opportunities to improve HR systems, processes, services and employee experience initiatives that enhance organisational effectiveness and workforce engagement
- Support and monitor workforce diversity, inclusion and cultural safety initiatives, including evaluating outcomes and reporting progress against organisational priorities and strategic objectives

Performance Indicators

- HR, diversity, equity, inclusion and cultural safety policies, procedures and initiatives remain current, compliant and aligned with organisational priorities and contemporary best practice
- Governance, workforce and diversity reporting is accurate, timely and supports informed decision-making, compliance and continuous improvement
- Continuous improvement and employee experience initiatives are implemented, monitored and evaluated to improve HR systems, processes and workplace practices
- Workforce policies and practices are reviewed through an equity, accessibility, inclusion and cultural safety lens

Key Selection Criteria

1. Qualifications and Professional Expertise

- Relevant tertiary qualification in Human Resources, Industrial Relations, Business, Management or a related discipline, or equivalent demonstrated experience
- Sound knowledge of employment legislation, industrial relations frameworks, awards, enterprise agreements and contemporary HR practice

- Understanding of workforce management principles, including recruitment, performance development, employee relations, workforce inclusion and organisational compliance.

2. Professional Experience and Skills

- Demonstrated experience providing contemporary HR advice and support across the employee lifecycle, including recruitment, onboarding, workforce planning, employee relations, performance management and organisational change
- Experience coordinating workforce development, learning and development, employee wellbeing and capability-building initiatives that support organisational performance, employee engagement and inclusion
- Demonstrated experience using HR information systems, payroll systems and workforce reporting tools, including maintaining accurate records and preparing workforce reports and documentation
- Well-developed analytical, organisational, problem-solving and communication skills, including the ability to interpret information, prepare reports, policies and employment-related documentation, and manage competing priorities
- Demonstrated experience supporting diversity, equity, inclusion, cultural safety or workforce wellbeing initiatives within an organisational setting
- Experience working within the not-for-profit, community services, health or human services sector is desirable

3. Personal Competencies

- Demonstrated ability to build and maintain positive, collaborative and productive relationships with employees, managers, unions and external stakeholders
- High levels of professionalism, integrity, discretion and sound judgement, with the ability to manage sensitive and confidential information appropriately.
- Demonstrated commitment to diversity, equity, inclusion, cultural safety, continuous improvement and trauma-informed practice, with strong alignment to CASACV's values and organisational culture.

Organisational Requirements and Responsibilities

Confidentiality

- All staff members are expected to provide a high standard of ethical, respectful and culturally safe and appropriate service delivery to victims-survivors, ensuring the principles of confidentiality, accountability and transparency are upheld.

Eligibility and Compliance

- A current Working with Children Check and National Police Check are required prior to commencement. These must remain current for the duration of employment.

- Appointees who have lived overseas for more than one year in the last 10 years will be required to provide an International Police Check or the details of two referees from the country or countries where they resided.
- A current Australian Driver's Licence is highly desirable.
- Appointees must have full Australian working rights meaning they must be either Australian citizens, permanent residents, or holders of a valid visa that grants unrestricted work rights. Holders of a visa must provide a copy of this document prior to commencement.

No-Smoking Policy

To ensure a healthy and safe work environment for staff, clients and visitors, smoking is not permitted in buildings and offices or in any vehicle.

Occupational Health & Safety

All staff members have the right to a safe working environment and are expected to:

- Be aware of and comply with the policies and procedures of CASACV relating to occupational health and safety in the workplace
- Advise their Team Leader or Manager of any risk or condition likely to result in an accident or injury.
- Take reasonable care for their own health and safety, co-operate with OH&S policies, and participate in appropriate safety education and evaluation activities.
- Take a proactive role in contributing to the identification, management and reporting of risks, including near misses and hazards.
- Take first line action to minimise a risk and then report the risk to their Team Leader or Manager for further management

Organisational Values and Workplace Behaviour

All staff members are expected to:

- Contribute to the effective functioning of CASACV by working in alignment with the organisation's strategic plan, mission, guiding principles and values
- Uphold ethical and professional standards in all conduct and representations of the organisation
- Comply with all organisational policies, procedures and legal obligations, including employment requirements, communication standards and Mandatory Reporting Guidelines
- Carry out all lawful and reasonable directions consistent with this position description or as delegated
- Contribute to a respectful, inclusive and collaborative workplace culture by modelling CASACV values
- Participate constructively in team meetings, planning days and organisational initiatives, including internal and external activities relevant to CASACV
- Work cooperatively with colleagues and stakeholders
- Demonstrate effective time management and prioritisation to manage competing demands and meet role and organisational requirements

- Demonstrate flexibility and adaptability in response to changing needs and priorities
- Undertake additional duties commensurate with the scope of the role

Professional Development and Quality Improvement

Where applicable and relevant, all staff members are expected to:

- Participate constructively and positively in continuous improvement and change management processes, including identifying and recommending opportunities for improvement and development
- Support and participate in evidence-informed and evidence-based quality improvement activities to improve service delivery and client outcomes
- Engage in relevant professional development activities
- Contribute to research, presentations, training and knowledge-sharing activities, including conferences, training sessions and publications, aligned with CASACV's services and programs

Additional Information

- To reduce the risk of serious illness in our staff, clients and visitors, and in line with current Australian Technical Advisory Group on Immunisation (ATAGI) recommendations, CASACV strongly encourages all staff to stay up to date with COVID-19 vaccinations, including routine 12-monthly doses and additional doses where advised for higher-risk individuals. CASACV also strongly recommends that all staff receive an annual influenza vaccination.
- The position is subject to the successful completion of a six-month probationary period; regular reviews will be conducted during this time.
- Working hours are generally 9.00am to 5.06pm from Monday to Friday, however some flexibility in start and finish times may be required from time to time.
- Days of work are based on the needs of the service.
- Generous salary packaging is available with Fringe Benefits Taxation of up to \$18,550 each year; other expenses may be packaged over this cap.

Acceptance of Position Profile

I acknowledge that:

- I have read and understood the requirements of the position as outlined in this Position Profile.
- I possess the necessary skills, knowledge, experience and abilities to successfully perform in this position.
- This Position Profile is intended to describe the general nature and level of work that is to be performed by me. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- This Position Profile is subject to review and may change in accordance with the needs of CASACV, including its operations, clients and stakeholders. Any such review will be made in consultation with me.
- From time to time, I may be required to perform other duties as reasonably and lawfully directed by CASACV.

- This Position Profile is separate to the Employment Agreement that I will sign. The Employment Agreement outlines the terms and conditions of my employment.

Employee Name

Signature

Date
