

Position Description

Position title	People, Capability, Culture & Safety Transformation Consultant
Reporting to	Senior Manager People, Capability, Culture and Safety
Employment status	Full Time Permanent
Classification	SCHADS Level 7
Team/Service	People Capability & Culture
Direct reports	N/A
Date	

PROGRAM OVERVIEW

The Neami Service Partnering and Support (SPS) Network oversees strategic business development. A key function of the SPS team is the People, Capability, Culture and Safety (PCCS) team which provides strategic leadership, guidance and operational advice to achieve organisational and workforce strategic objectives.

POSITION OVERVIEW

The PCCS Transformation Consultant leads the co-design, development and implementation of strategic organisational initiatives and transformation projects that support Neami's organisational priorities. This includes leading PCCS projects, process improvement initiatives, policy and resource development and business improvement outcomes.

The role applies strong project, change and stakeholder management capability to drive sustainable improvements across people, capability, culture and safety functions. Working collaboratively across the organisation, the position supports the effective delivery, implementation and embedding of strategic PCCS initiatives and organisational priorities.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Lead or coordinate a portfolio of PCCS projects and improvement initiatives, establishing clear scope, governance, plans, milestones, risks, dependencies, deliverables and measures of success.
- Provide flexible project and implementation support across PCCS, responding to changing organisational priorities and supporting work to move effectively from design into implementation and business-as-usual practice.
- Support current and emerging workforce priorities, including employee wellbeing and support initiatives, workforce capability and leadership development, employee listening and action planning, workforce frameworks, policy reform, recruitment and employment practice improvements, and workforce-related compliance activities.
- Plan and facilitate inclusive consultation, co-design and stakeholder engagement activities that draw on diverse workforce perspectives and support culturally safe, accessible and trauma-informed participation.
- Translate strategy, research, legislative or policy requirements, workforce feedback and operational needs into practical processes, tools, guidance, communications and implementation plans.
- Review, develop and improve PCCS policies, procedures, guidelines, standard operating procedures, templates, intranet content and related resources to improve clarity, consistency, accessibility and user experience.
- Coordinate project and initiative governance, including working groups, reference groups, meeting papers, agendas, decision and action registers, status reporting and escalation of risks or issues.
- Build effective partnerships across PCCS, other enabling functions, operational leaders, staff representatives and external providers to align work, manage dependencies and support sustainable outcomes.
- Undertake research, benchmarking, data analysis and evaluation, and prepare concise reports, briefing papers, recommendations and presentations for relevant governance and leadership groups.
- Collect and analyse stakeholder feedback and workforce data to monitor implementation, identify trends, evaluate outcomes and recommend continuous improvement actions.
- Support procurement, vendor engagement, contract transition and implementation activities for PCCS programs or services where required, in partnership with relevant internal functions.
- Promote sound project, change and process improvement disciplines across PCCS by developing fit-for-purpose tools, maintaining transparent records and sharing learnings.
- Support organisational change activities, including stakeholder readiness, communication, engagement and implementation planning to maximise successful outcomes.
- Provide flexible project and operational support across PCCS, responding to changing organisational priorities and contributing to people, capability, culture and safety initiatives, business-as-usual activities and project delivery as required.

Records Management

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Commitment to understand consumer data requirements and the role of data, monitoring, evaluation and research activity in organisational culture, operations and strategy.
- Commitment to support activities related to planning, collection, analysis, reporting and use of consumer data.
- Use of data, monitoring, evaluation and research to continuously improve service provision, organisational functioning and the strategic directions.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National Code of Ethics.
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management.
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes.
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values.
- Actively engage in Professional Development opportunities and embrace learning opportunities.
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- Have a commitment to the safety and wellbeing of children and young people.
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Relevant tertiary qualification in human resources, health and safety, project management or related discipline.
- Demonstrated experience in organisational project and transformation management and/or substantial generalist human resources experience, including leading or contributing to strategic people initiatives.

- Demonstrated experience supporting organisational change, transformation or continuous improvement initiatives.
- Demonstrated ability to facilitate consultation and to build effective partnerships across diverse stakeholder groups. Strong project, change, implementation and continuous improvement capability, including managing competing priorities, risks, dependencies and timelines.
- Demonstrated analytical, problem-solving and critical thinking skills, including the ability to translate strategic priorities and policy requirements into practical organisational solutions, processes and tools.
- Demonstrated ability to exercise autonomy, sound judgement and accountability within established governance and organisational frameworks.
- Highly developed interpersonal and communication skills enabling effective engagement with diverse stakeholders and the ability to provide reassurance and clarity during periods of uncertainty.
- Strong computer literacy and written communication skills including the preparation of reports, briefing papers and organisational resources.

Desirable

- Experience in the community services, health or not-for-profit sector.

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.