

POSITION DESCRIPTION

Business Entity	Ruah Community Services
Position Title	People & Culture Partner
Division - Department	Corporate Services - People & Culture
Position Classification	Level 5
Reporting to	Manager, People & Culture Partnering
Supervision of	Nil
Effective date	7 June 2024

Guided by our Vision, Mission and Values

Vision	Flourishing communities through the active participation and wellbeing of people with complex needs.
Mission	Empowering vulnerable and disadvantaged people to create meaningful change in their lives through provision of quality services.
Values	Respect, Integrity, Connection, Quality, Hope.

Diversity Statement

Everyone regardless of ability, age, culture, gender, race, sexual identity or intersex status are free to be themselves. Free to celebrate our differences. We are building a workplace where difference is embraced and encouraged.

Safeguarding Children & Young People Statement

Ruah has a zero tolerance against child abuse and are committed to the safety and wellbeing of children and young people, and their right to feel safe and be safe across all areas of our organisation.

We have a responsibility to understand the important and specific role we play, individually and collectively, to ensure that the wellbeing and safety of children and young people is at the forefront of every decision we make.

Position Intention

The People and Culture Partner provide a high calibre, trusted, professional and objective advisory service to People & Culture (P&C) stakeholders, being Ruah leaders and their people. This role partners with leaders to continually develop and implement P&C solutions across Ruah's employee lifecycle, delivering outcomes to meet its strategic and operational objectives.

Overseeing a portfolio of services within the Ruah Group, this role works across all HR disciplines inclusive of employee relations activities in collaboration with the wider P&C team and the Manager, People & Culture Partnering.

This role elevates Ruah's employee value proposition (EVP) as a brand ambassador that is an active ally across our internal communities (Reconciliation, LGBTIQ+ etc).

Key tasks, objectives, and responsibilities

Mission and Values	- Actively promoting and demonstrating behaviours and conduct that champions Ruah's values and commitment to ethical practice on behalf of clients. - Maintains confidentiality in accordance with Ruah policies. - Ensures adherence across service area to policies and procedures.
People & Culture	<i>This role will be responsible for providing expert advice and support in the following areas:</i> Attraction, Onboarding and Offboarding - Coach leaders around the employment lifecycle to empower best outcomes for Ruah, its staff, and clients. - Facilitate exit interviews with employees that are offboarding and regularly review completed exit surveys, sharing actionable insight with service areas for improvement. - Contribute to amplifying Ruah's employer brand (with the support of Marketing and Communications teams), externally and internally. Workforce Planning and Development - Understand the future talent requirements that support leaders and ensure that we have the right people at the right time. - Effectively deliver people strategies including aligning performance, capability, engagement, and talent initiatives. Issue Resolution - Provide timely, informed advice across key areas of the employment lifecycle, including performance management, industrial relations, workforce planning, employee relations, legislative compliance and change management, supporting leaders to effectively manage issues and mitigate escalation risk. - Undertake efficient, fair, and transparent investigations with support of Manager, P&C as required. Projects and Continuous Improvement - Contribute to key P&C projects that drive organisational effectiveness and growth. - Assist in the facilitation of internal capacity building workshops and informative presentations. - Keep abreast of industry best practice, emerging trends, and legislative changes. - Contribute to the development and review of policy, procedures, and frameworks to support P&C and Ruah outcomes (including for accreditation purposes).

	- Responsible for contributing to the continual development of the way P&C service is provided to its people. Enhancing P&C Initiatives - Support and facilitate P&C related administration with the team and with internal service partners (e.g. Finance and Payroll). - Actively champion and participate in Ruah's internal communities (e.g. RAP). - Guide and support the P&C Officers. Outcome Measurements - Maintaining the HRIS and ensuring information is accurate and up to date. - Supporting the production of reports to monitor data trends, recommending actions as required. - Working with the wider team you will report on measures of success and ensure that together, the employee lifecycle is positive and supported. - Delivering on organisational outcomes you will identify risk, build capability, and create employee solutions that are business-driven and balanced.
Profile and participation	Attends working group and other committee meetings to represent the People & Culture team.
Stakeholder Engagement	- Develops and maintains respectful and responsive relationships with relevant agencies. - Ensures the reporting requirements of stakeholder interests are delivered internally in a timely and effective manner. - Contributes to the assessment of existing stakeholder engagement strategies.
Communication	- Ensures effective two-way communication with senior management. - Ensures effective two-way communication with direct reports. - Provides opportunities for staff to actively participate in and engage with decisions that impact the service area.
Financial Management and Reporting	- Delivers timely reports on achievements, outcomes, KPIs and risks. - Ensures data required for funding bodies is available when required. - Reports on outcomes against quality and financial indicators.
Quality and Risk Management	- Delivers services within the program area in accordance with accreditation requirements and service agreements. - Reports on operational practice to identify issues relevant to the achievement of Model of Care outcomes. - Identifies and reports on risk issues to the Service Lead in accordance with Ruah procedures.
Safety, Security and Other Duties	- Work in a way that demonstrates and promotes positive health and safety. - Be accountable for protecting Ruah and client information security and privacy. - Share enthusiasm for and be involved with initiatives that build teams and add to the Ruah community. - This role, like all others within the community of Ruah, will undertake any other duties as required. - Report any suspicions, concerns, allegations, or disclosures of alleged abuse and neglect, by personnel as well as external individuals to management in line with Ruah's Children and Young People Reporting Policy and Procedure.

Selection criteria

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Desirable qualification(s)

- Possession of relevant tertiary qualifications in a discipline appropriate to HR/P&C (highly desirable).

It is expected that the successful applicant will be able to demonstrate the following:

Essential

- Applied knowledge of the Fair Work Act (incl. NES), Awards (SCHADS desirable) and agreements including interpretation of those instruments.
- Excellent communication, presentation and negotiation skills while being highly service orientated.
- Experience pro-actively providing service to a broad range of P&C disciplines including recruitment, performance/absence management, industrial relations, workers compensation, employee relations (incl workplace investigations), legislative regulations and change management.
- Highly developed interpersonal skills to positively build effective working relationships, drive engagement, motivate staff and influence culture.
- Excellent verbal and written communication skills including report writing with a high level of attention to detail, accuracy, and confidentiality.
- Demonstrates a clear and continuous desire to learn, grow and sharpen their craft.

Desirable

- Member of the Australian HR Institute (AHRI)
- Demonstrate knowledge and understanding of diversity and social inclusion- including gender, sexuality, disability, cultural, age, and linguistic diversity and Aboriginal culture.

Required compliance documents or certificates

- Current drivers' license
- National Police Certificate