

Position Description

Employee Relations Specialist

Location: Milton / Hybrid

Reports To: Director People, Culture and Safety

PD Date: October 2026

Remuneration: Negotiated

About us

Act for Kids is a prominent provider of prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 30 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2024-2025 we provided services to 37,171 people, including over 21,780 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We are committed to working with Aboriginal and Torres Strait Islander peoples to design and deliver services that best strengthen our support to their children, families and communities.
- We are dedicated to creating a culture where physical, psychological, and emotional safety is a priority and to actively embed strong health and safety practices in our everyday work.
- We are committed to diversity, equity and inclusion, creating a workplace where everyone belongs and delivering inclusive, culturally safe and affirming services.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values, which guide how we work and interact. You will be part of a *team* that is *professional*, *ethical*, *caring*, *courageous* and *collaborative* and we expect you to demonstrate these behaviours throughout your career with us.

About Cultural Humility

Act for Kids is committed to truth-telling and walking alongside Aboriginal and Torres Strait Islander children, families and communities on a journey of healing, self-determination, and hope. We acknowledge our responsibility to lead with respect, authenticity and cultural humility, creating culturally affirming and safe workplaces. We are committed to the recruitment and retention of First Nations team members and provide opportunities for meaningful connection and cultural peer support. Our [Innovate Reconciliation Action Plan 2025 – 2027](#) sets out our reconciliation vision and the practical actions we are taking.

About the program

The People and Culture team works with leaders and team members to support a safe, inclusive and respectful workplace. Our work covers workforce planning, recruitment, onboarding, learning and development, performance, employee relations, organisational development, wellbeing and work health and safety. We take a practical, strengths-based and trauma-informed approach that recognises that people bring different experiences, perspectives and needs to work. We also support

leaders to build their capability and respond to workplace matters in a fair, consistent and respectful way across Act for Kids and Youthrive.

About the position

The Employee Relations Specialist provides practical advice on complex workplace matters, drawing on employment law, organisational policy and sound employee relations practice. Working with People and Culture Advisors, leaders and other internal stakeholders, the role supports timely and respectful processes that reflect procedural fairness, trauma-informed practice and organisational values.

The role manages complex and formal employee relations matters, prepares evidence-based reports and recommendations, and supports leaders to respond to workplace concerns in a fair and proportionate way. A key focus of the role is helping leaders and team members address concerns early and, wherever appropriate, resolve them within the relevant team or work area. The specialist uses sound judgement to determine when practical support, coaching or an informal response is appropriate and when a formal process is necessary. The Employee Relations Specialist reports to the Director People, Culture and Safety.

Key responsibilities

- **Complex workplace matters** – Manage and provide advice on complex or formal employee relations matters, including performance and conduct concerns, grievances and complaints, mediation, conflict resolution, disciplinary processes and termination of employment. Ensure each matter is managed in a timely, respectful and proportionate way, with clear records and procedural fairness.
- **Workplace investigations** – Plan and conduct impartial workplace investigations, including gathering and assessing relevant information, interviewing people involved, making evidence-based findings and preparing clear investigation reports and recommendations. Apply a trauma-informed approach by communicating respectfully, providing clear information and giving people a genuine opportunity to share relevant information and respond to matters that affect them.
- **Leadership advice and coaching** – Work proactively with leaders to identify and address workplace concerns early. Help them develop the confidence and skills to manage performance, conduct and conflict constructively and, where appropriate, resolve matters within the relevant team or work area before they escalate. Provide clear and credible advice that is consistent with employment law and organisational policy when a more formal response is required.
- **People and Culture Advisor development** – Provide specialist guidance and coaching to People and Culture Advisors to identify emerging concerns, support early intervention and consider the most appropriate level of response. When managing a complex or formal matter, maintain clear communication with the relevant advisor and involve them appropriately throughout the process.
- **Legal compliance** – Support employee relations practices and decisions that are consistent with relevant employment legislation, industrial instruments, policies and procedures. Monitor changes in employment law and awards and communicate relevant developments to the People and Culture team.
- **Policy development and implementation** – Contribute to the development and review of employee relations policies, procedures and practical resources that help leaders and team members understand what is expected.
- **Training and education** – Develop and facilitate practical learning for leaders across Act for Kids and Youthrive on topics such as performance management, constructive conversations, workplace investigations and conflict resolution.
- **Employment governance** – Review and approve Letters of Engagement for Act for Kids and Youthrive, together with allocated HRIS workflows, to support accurate employment conditions and compliant processes.

- **Payroll liaison** – Work collaboratively with the Payroll team to support team members with pay-related matters and provide advice on award and policy interpretation and employment changes affecting pay.

General responsibilities

- Work in accordance with all Act for Kids policies, procedures and organisational requirements.
- Demonstrate a strong commitment to child safety, including cultural safety, by prioritising the rights, safety and wellbeing of all children in line with relevant child safe principles, standards and legislation.
- Identify, report and respond to child safeguarding risks in accordance with organisational policies, legal obligations and established risk management practices.
- Comply with work health and safety legislation, policies and procedures, take reasonable care for your own health, safety and wellbeing and that of others, and report hazards, incidents and injuries as soon as practicable.
- Engage actively in regular supervision and the Individual Development Plan (IDP) process, contributing to continuous learning and professional growth.
- Maintain confidentiality and privacy in all matters relating to children, families, team members and organisational information.
- Undertake other duties reasonably requested by your manager, consistent with the responsibilities of the role.
- Contribute as a client and customer-focused, values-based team member who works collaboratively to achieve positive outcomes across Act for Kids.
- Model Act for Kids' values in all workplace interactions by being *professional, ethical, caring, courageous, collaborative* and *team* oriented.

About you

Qualifications

- A tertiary qualification in human resources, industrial relations or a related discipline.

Skills and experience

- At least three years' experience managing complex employee relations matters, including performance and conduct concerns, grievances and complaints, workplace investigations, mediation, conflict resolution and termination processes.
- Sound knowledge of Australian employment legislation and relevant industrial instruments, with the ability to apply this knowledge in a practical, fair and considered way.
- A respectful and compassionate approach that supports trust, inclusion and psychological safety while maintaining appropriate professional boundaries.
- Demonstrated cultural humility, including an openness to ongoing learning, reflection on personal assumptions and a willingness to adapt communication and practice to support culturally safe and respectful workplaces.
- Strong listening and communication skills, with the ability to understand different perspectives and support the constructive resolution of workplace concerns.
- A proactive and practical approach to employee relations, with the ability to identify emerging concerns, support early resolution and use a response that is proportionate to the circumstances.
- Strong judgement and problem-solving skills, including the ability to consider different perspectives, assess available information and recommend fair and workable solutions.
- Excellent attention to detail and analytical skills, with the ability to assess complex and sometimes conflicting information, identify relevant issues and draw objective conclusions that are supported by the available evidence.
- Excellent written communication skills, including the ability to prepare clear, objective and evidence-based investigation reports, formal findings, recommendations and sensitive employee relations correspondence for different audiences.

- Demonstrated ability to provide leaders and team members with clear and credible advice that is consistent with employment law and organisational policy.
- Demonstrated discretion when handling confidential and sensitive information.
- Ability to manage competing priorities and uncertainty without losing sight of procedural fairness, respectful communication and practical outcomes.
- Ability to work independently, seek input when appropriate and work effectively with others to achieve agreed outcomes.

Other requirements

- Willingness to travel to various Act for Kids and Youthrive locations as required (generally same day or overnight travel).
- Eligibility for a positive Working with Children Check and relevant positive NDIS Worker Screening Check, or exemption based on professional qualifications and registration.
- Willingness to undergo and pass a Child Safety Personal History Screening Check (LCS2) before engagement, under the Queensland Child Protection Act 1999 and Child Protection Regulation 2011.
- Current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility will be requested.

Other information

Applicants are encouraged to apply even if they do not meet every requirement of the role. When assessing applications, the panel will consider performance and achievements in the context of individual circumstances.

We recognise that career paths are not always linear and that personal circumstances, career interruptions or periods of leave may have influenced work history. This means we will focus on the quality and impact of achievements, alongside experience and qualifications (where required), when assessing suitability for the role.

Act for Kids warmly encourages applications from Aboriginal and/or Torres Strait Islander peoples.