
About Us

Anglicare Victoria works with children, young people, individuals, and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis or providing longer-term support and care. We partner with local communities, the private and public sectors, and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 2000+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

People and Culture

Anglicare Victoria (AV) welcomes, supports and celebrates diverse talents, knowledge, perspectives and experiences knowing that this strengthens our workforce and the relationships with the communities we work with. AV invests in and supports our people to grow and develop with us, by offering opportunities to build rewarding long-term careers. The People & Culture team supports every facet of the employee lifecycle including generalist HR support and advice, health safety and wellbeing, talent attraction, payroll, employee service along with initiatives to sustain our culture & capability to support AV being a great place to work. We work to support our people at AV to deliver services that make a difference in the community. We are committed to hearing feedback to continue improving employee and ultimately client outcomes for Better Tomorrows..

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	People and Culture
Program:	People and Culture
Reports To:	General Manager or similar
Direct Reports:	Nil
Internal Stakeholders:	All Employees, Line leaders, People and Culture Team
External Stakeholders:	External Advisors, Unions, Employee Representatives, Lawyers, Sector Peers
Classification:	Individual Employment Contract

About You (Key Selection Criteria)

Qualifications

Required:

- Tertiary qualification in Human Resources, Employment Relations, Law, Business or related discipline.
- Full Victorian Drivers Licence.

Desirable:

- AHRI Certification
- Postgraduate qualifications in Human Resources, Employment Relations or Law.
- Qualification in workplace investigations or mediation.

Knowledge and skills

- Significant Employee Relations, Industrial Relations or Human Resources experience in a complex, multi-site organisation.
- Advanced knowledge of Australian employment legislation, the Fair Work Act, Modern Awards, Enterprise Agreements and industrial relations frameworks.
- Demonstrated experience managing employment related disputes, including Fair Work Commission matters, unfair dismissal and general protections claims, conciliations, conferences and hearings.
- Ability to interpret legislation, awards and agreements and translate requirements into practical, risk-aware advice for leaders and broader human resource team.
- Experience undertaking and managing workplace investigations, ensuring procedural fairness, sound decisions, accurate records and legally defensible outcomes.
- Experience working constructively with unions, employee representatives, external lawyers and advisers.
- Ability to monitor legislative, case law and industrial developments and implement related policy, process and operational changes.
- Strong stakeholder management skills, with the ability to influence, appropriately challenge and support leaders at all levels.
- Broad HR knowledge across the employee lifecycle, with strong analytical capability to identify trends, risks and root causes.
- Demonstrated ability to support employee consultation and organisational change in partnership with business leaders.
- Ability to build capability of industrial relations and legislative knowledge within an organisation.
- High-level communication, facilitation, conflict resolution, negotiation and written briefing skills.
- Strong understanding of privacy, confidentiality, psychosocial safety and respectful workplace obligations in employee relations including case management.
- Capability in early intervention, mediation, coaching and alternative dispute resolution to resolve issues fairly and constructively where appropriate.
- Demonstrated people-centred practice approach to employee relations ensuring genuine care for people, balanced with sound judgement, confidentiality, procedural fairness and effective management of risk.
- Well-developed organisational skills and proficiency using HRIS platforms and Microsoft Office applications.

Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration, inclusiveness, and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role specific

You will bring:

- Provide Employee Relations and Industrial Relations on employment law, industrial relations, workplace compliance and related policy or practice changes advice, ensuring timely, consistent and legally compliant advice.
- Provide specialist advice and coaching on misconduct, performance, grievances, workplace conflict, probation, fitness for work, disciplinary matters and related employment risks.
- Promote and support early intervention, mediation, coaching and informal resolution approaches to address issues before escalation, where appropriate.
- Maintain ER/IR frameworks, governance processes, service standards, escalation pathways, compliance controls and investigation standards.
- Conduct and oversee complex workplace investigations, ensuring procedural fairness, consistent standards, accurate records and legally defensible outcomes.
- Ensure ER/IR matters are managed with appropriate confidentiality, privacy, care, procedural fairness and timely documentation.
- Monitor legislative, industrial instrument and case law changes, advising on organisational implications and undertaking the required actions.
- Support the review, development and implementation of Human Resource policies, procedures, templates and workplace practices.
- Contribute to respectful workplace and psychosocial safety practices by identifying systemic ER/IR risks and supporting preventative strategies.
- Prepare executive briefings, submissions, evidence, reports, submissions, correspondence and organisational communications on significant ER/IR, legal or compliance matters.
- Manage relationships with external legal advisers and employment law specialists.
- Serve as the primary organisational contact for unions and employee representatives.
- Work with HR Business Partners on consultation processes for organisational change, restructuring and industrial matters.
- Develop and provide reporting and metrics on employee relations, investigations, Fair Work matters, compliance, service performance and outcomes.

- Deliver training, coaching and education to strengthen leader capability in employee relations and industrial relations.
- Contribute to ER/IR, policy, governance, HR systems, compliance, reporting and continuous improvement projects.

This position requires the ability and willingness to travel

General

- Ensure familiarity and compliance with all governance, policies, and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Undertake mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates and clearances are obtained to meet the position requirements.
- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attend client meetings, team meetings, workshops, and conferences, as required.
- Ensure privacy and confidentiality is always upheld.
- Professionally represent AV and our services at forums, meetings, and training with external agencies.
- Contribute to the development of continuous improvement and initiative strategies.
- Embrace and use new ways of working to enhance collaboration, effectiveness, and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.

Our Commitment to Health, Safety & Wellbeing

AV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All AV Managers or Team Leaders are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions.
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- follow all workplace health and safety policies and procedures ensuring they are implemented and followed.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.

Our Commitment to Inclusion

AV strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to Aboriginal and Torres Strait Islander, LGBTIQA+, people with disabilities, people from diverse cultural, racial and linguistic backgrounds, people of all ages, people with caring responsibilities, and people with diverse religious beliefs or affiliations and people with lived/living experience of services similar to those delivered by AV.

All AV employees, contractors and volunteers are required to:

- take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination.
- undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural, racial and linguistic diversity.
- address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager.
- participate in contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion; and
- raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

In addition, the responsibilities of Managers are to:

- develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies, and procedures
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- seek out support around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc.
- participate in the development and implementation of inclusion events and strategies.

Our Commitment to Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse.

As a manager you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct, and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

Employment Screening and Required Certificates

Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check,
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last ten years,
- a Current Employee Working with Children Check.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.