

## Position Description

<b>Position Title:</b>	Human Resources and Safety Manager
<b>Award/Classification:</b>	Clerks - Private Sector Award 2020
<b>Service:</b>	Corporate Services Advisory
<b>Reports to:</b>	Chief Executive Officer
<b>Direct Reports:</b>	Nil

*This position description does not form part of the contract of employment and is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.*

### Our Vision:

Good mental health for all.

### Our Purpose:

To strengthen the mental health, wellbeing and futures of people and communities.

### Our Values

- We are courteous and have **respect** for each individual, particularly considering their beliefs, values, experiences and cultures.
- We act with honesty and **integrity**, holding ourselves to the highest ethical and professional standards.
- We understand our clients and communities and are flexible, innovative and **responsive** to their needs.
- We show empathy and warmth, are open and act with **kindness**.
- We build genuine connections and **relationships**, through teamwork, collaboration and consultation.

### Position Purpose:

The People, Culture and Safety Manager (PCSM) contributes to the strategic and operational success of Accoras through the management and delivery of organisational functions related to human resources, organisational culture and safety. This position is also responsible for providing Human Resources (HR) and safety advisory services across the organisation. This role will partner with the Executive and Senior Leadership teams on all matters relating to the HR, culture and safety functions and will work with these leaders to develop strategies that maximise the effectiveness and efficiency of the organisation's workforce.

## Key Accountabilities, Responsibilities and Performance Measures

Key Accountabilities	Performance Measure
<ul style="list-style-type: none"> <li>Advise, coach and support senior management, line managers and team leaders at each stage of the workforce lifecycle – workforce planning, recruitment and selection, employee engagement, duty of care, development, retention, reward and recognition, performance management and transition/exit.</li> </ul>	<ul style="list-style-type: none"> <li>Advice provided complies with all current industrial relations and related legislation and standards (e.g. Equal Employment Opportunity).</li> <li>Feedback from Executive and Senior Leadership teams on advice and service provided.</li> <li>Internal and external audit compliance, accreditation maintenance for people, culture and safety elements.</li> </ul>
<ul style="list-style-type: none"> <li>Provide the Executive and Senior Leadership teams, line managers and all other staff with comprehensive, professional advice relating to award and contractual interpretation.</li> <li>Frequently monitor changes and industry enhancements and advise on legislative changes and compliance requirements for all industrial relations laws and standards relevant to Accoras.</li> </ul>	<ul style="list-style-type: none"> <li>Advice provided complies with all current industrial relations and related legislation and standards (e.g. Fair Work Act 2009).</li> <li>Successful execution of Accoras' Strategic Pillar 1: People and Culture</li> <li>Timely closure of action items from Board meetings or Futures and Nomination (FAN) Committee meetings.</li> </ul>
<ul style="list-style-type: none"> <li>As the custodian of Accoras' Human Resource Information System (HRIS), develop, implement and maintain a comprehensive tool kit of HR processes, systems and policies around people, culture, safety and performance, ensuring they are regularly reviewed for currency and effectiveness and are applied consistently across the organisation. This includes a reporting framework including key people metrics this role deems insightful to Accoras and the industry/ies in which it works.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly reports to the ELT and Finance including establishment and vacancy rate with actions to work with senior and executive leaders to return to full complement (Board approved establishment).</li> <li>Accurate and complete HRIS that serves the needs of the business.</li> <li>Advice provided complies with all current industrial relations and related legislation and standards.</li> </ul>
<ul style="list-style-type: none"> <li>Develop and maintain effective recruitment processes and systems that support line managers to recruit and acquire talent for their functions in the business.</li> <li>As the lead of Accoras' Attraction and Retention Policy (including the Employee Value Proposition), ensure current offerings are aligned to the industry.</li> </ul>	<ul style="list-style-type: none"> <li>Insight from new starters on the recruitment and selection process within the first 45 days of employment</li> <li>Feedback from the Executive and Senior Leadership teams on advice and service provided.</li> </ul>
<ul style="list-style-type: none"> <li>Lead the annual performance appraisal process and ensure compliance within each business unit. Own Accoras' learning and professional development processes and practices, ensuring simple and practical systems for measuring performance against key performance measures and enabling access to appropriate learning and development for all employees.</li> </ul>	<ul style="list-style-type: none"> <li>Audit, certification and program compliance, accreditation maintenance for people, culture and safety elements.</li> <li>Feedback from Executive and Senior Leadership teams on advice and service provided.</li> </ul>
<ul style="list-style-type: none"> <li>Undertake or manage workplace investigations as</li> </ul>	<ul style="list-style-type: none"> <li>Audit, certification and program compliance,</li> </ul>

Key Accountabilities	Performance Measure
required with respect to People, Culture and Safety matters, providing a written report with proposed corrective actions if required.	<p>accreditation maintenance for people, culture and safety elements.</p> <ul style="list-style-type: none"> <li>Improved performance/behaviour following corrective actions</li> </ul>
<ul style="list-style-type: none"> <li>Lead the development of a performance-focused culture and develop tools to strengthen employee engagement.</li> <li>As agreed with the CEO, measure organisational culture and employee engagement using approved models and systems and together with the Executive and Senior Leadership teams and team leaders, address issues and challenges in a positive and proactive way to enhance culture and engagement.</li> </ul>	<ul style="list-style-type: none"> <li>Employee engagement survey results from a systems and process perspective.</li> </ul>
<ul style="list-style-type: none"> <li>Partner with the Accoras Finance Business Unit, ensuring</li> <li>wage payments comply with relevant legislation;</li> <li>budgets are developed with correct headcount and FTE for established positions;</li> <li>program report, grant acquittals, insurance renewals, annual reporting to ACNC and other statutory returns accurately contain the establishment.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly reports to the ELT and Finance Business Unit including establishment and vacancy rate with actions to work with senior and executive leaders to return to full complement (Board approved establishment).</li> <li>Complete and accurate audit and grant returns</li> <li>Congruence between the HRIS and Accoras' Financial Management System.</li> <li></li> </ul>
<ul style="list-style-type: none"> <li>Lead investigations and responses, relating to safety issues, including enquiries, escalations of hazards, injuries, claims and return to work.</li> <li>Support the Health and Safety Representative, Executive and Senior Leadership teams and team leaders to assist them in ensuring their teams work in alignment with all relevant Work Health and Safety laws, standards, safe work practices and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Advice provided complies with all current industrial relations and related legislation and standards (e.g. Work Health and Safety Act 2011).</li> <li>Feedback from the Executive and Senior Leadership teams on advice and service provided.</li> </ul>

## Role Selection Criteria

Qualifications & Requirements
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Tertiary qualification in HR and safety or related discipline or significant relevant experience at a senior or executive level in a diverse organisation;</li> <li>Hold a current driver's license and reliable, fully insured motor vehicle; and</li> <li>Pass other suitability checks (e.g. criminal history).</li> </ul>

## Knowledge, Skills and Experience

### Essential

- Experience and knowledge across the breadth of key HR functions including recruitment, payroll, workplace agreements, negotiation, employment legislation and workforce development.
- Demonstrated understanding of contemporary human resources issues and experience in implementing HR initiatives in an operational context, including policy, frameworks, projects and programs.
- Extensive knowledge of employment law, including experience in the interpretation and application of industrial instruments.
- Previous application of safety legislation and proven track record in leading a safety system in a work environment.
- Demonstrated ability to anticipate and resolve problems with practical and positive solutions, taking into account the needs of the business.
- A high level of initiative, with the ability to manage multiple and sometimes competing priorities, and work effectively with minimal supervision.
- Demonstrated ability to work collaboratively and build effective working relationships with cross-functional teams to identify opportunities, resolve problems and deliver on organisational aims.
- Excellent verbal, written communication, interpersonal, influencing, advisory and negotiation skills.
- Strong ethics and professional work attitude.
- High levels of diplomacy and experience in dealing with situations where empathy and discretion is required.
- Experience working within HR software systems and a high level of competence in Microsoft Office Packages.

### Desirable

- Experience working in a health and/or not-for-profit environment.

## Key Relationships

<b>Internal</b>	CEO, Executive team, Senior Leadership team, Finance Business Unit, Corporate Services Advisory, Accoras' Health and Safety Representative and all other Accoras teams.
<b>External</b>	HRIS provider, Employee Assistance Program provider, recruitment platform providers, WGEA, legal advisors, HR and Safety auditors, Workplace Health and Safety Queensland, WorkCover Queensland and employee engagement survey providers.

**Position Description Approved By  
(name and position):**

Rebecca Culverhouse - CEO

## Employee Acknowledgement

I acknowledge that I have read and agree with the position description and will adhere to the values, responsibilities and performance expectations therein.

**Signed:**

**Name (please print):**

**Date:**