
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 & 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 & Culture
Program:	People & Culture
Reports To:	People & Culture Lead or Manager or others as required
Direct Reports:	NA
Internal Stakeholders:	Employees, Line Leaders, People and Culture team
External Stakeholders:	External organisations, Providers, Contractors and others as required
Award Classification:	Individual Employment Contract

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- N/A

Desirable:

- A relevant tertiary qualification in Human Resources, Psychology or Diploma Occupational Health & Safety or an associated discipline are preferred but not essential.

Knowledge and skills

- Experience in administering or coordinating a variety of generalist People & Culture disciplines such as Employee experience, Employee Relations, Operational HR Delivery, HRIS systems, projects and initiatives, Organisational Development and Design, Remuneration activities, Talent Management, Healthy, Safety and Wellbeing.
- Experience using a relevant system to coordinate processes, manage workflows and tasks, including reporting.
- Very good communication skills and ability to manage both internal and external stakeholders at all levels.
- Ability to identify improvements in one or more HR disciplines and be part of solution development and implementation to improve employee or candidate experience.
- Ability to self-reflect, take on board feedback, and use supervision opportunities to contribute to personal and team development.
- Experience in computer skills, including teleconferencing applications such as Zoom, Skype and Microsoft Teams.

Personal Qualities

- **Initiative and responsibility:** identify and share ideas for improvement with the team to increase effectiveness of how we work collectively and individually and take responsibility for own work and 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.
- **Self-Development:** the desire to continually develop, inquire and learn through on-the-job experiences, exposure through participating in events, mentoring and education.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role Specific

- Coordinate and process relevant activities in your specialist areas to support effective service delivery to the business and drive continuous improvement i.e. Systems Administration, Recruitment, Learning, Organisational Development, Health, Safety and Wellbeing.
- Provide advice in your specialist area to support day to day operations and processes, procedures, systems and general legislation guidance to support employees and Managers.
- Provide input and feedback into ongoing improvement of meaningful work instructions, processes, procedures and support basic training to build knowledge and skills and ensure consistent application across the organisation.
- Administer changes and/or processes to maintain data integrity within systems and identify, collaborate and support process and system improvements with a focus on accuracy.
- Prepare reports for the relevant specialist or People Leader to support decision making for People & Culture, line managers and the broader organisation. i.e. time to fill, employee demographics, incidents, participation in events/programs, inquiry management including response times.
- Contribute to People & Culture projects to provide assistance and support the delivery of a wide range of activities to drive efficiencies, build capability or improve the employee experience.
- Coordinate projects to support improved efficiencies, engagement or capability building in line with areas of specialist responsibility.
- Support senior People & Culture roles with the planning, co-ordination and implementation of a variety of activities.

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 employees, contractors and volunteers 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 implemented
- participate in relevant health and safety training and inductions based on roles and responsibilities.

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 and contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity, equity, and inclusion; and
- raise concerns and or complaints in a constructive manner, including identifying possible solutions.

Our Commitment to Child Safety

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

As an employee 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 within 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.