
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:	Senior People & Culture Managers or Lead or others as required.
Direct Reports:	N/A
Internal Stakeholders:	Employees, Line Leaders, People and Culture team
External Stakeholders:	External organisations, Facilitators, Systems providers and others as required
Classification:	Individual Employment Contract

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- N/A

Desirable:

- N/A

Knowledge and skills

- Experience in providing administration support within a People & Culture area in respect to life cycle activities i.e., employee contracts, standardised responses to emails on procedures, data entry, monitoring and actioning compliance areas, organising events or learning opportunities and administering programs including service awards.
- Experience using a HRIS/LMS in respect to data entry, data cleansing and reporting.
- Accurate data entry and processing in line with operational processes or work instructions.
- Excellent communication and customer service skills.
- Ability to self-reflect, take on board feedback, and use supervision opportunities to contribute to personal and team development.
- Sound skills in analysis, report writing, record keeping, and other computer skills, including teleconferencing applications such as Zoom, Skype and Microsoft Teams and Microsoft Applications.

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

- Support the efficient functioning of people and culture life cycle activities through effective data administration, data cleansing, reporting across one or more areas including employment conditions, induction, on-boarding, Workcover, and training. i.e., on-boarding workflows set-up, change to employment status letters or variations, employment contracts, training registration.
- Respond to the P&C inbox emails in respect to employee enquiries in a timely and effective manner including escalation of inquiries as required.
- Assist the P&C Team by providing administrative support in respect to projects, improvements, and operational requirements. i.e., carry out administrative tasks such as (but not limited to) coding invoices, building templates and ensure processes and work instructions for our everyday activities are refined and documented to support sharing of knowledge within our team.
- Proactively undertake and perform checks of compliance requirements and cyclical activities including safety screening i.e., working with children and criminal history checks, mandatory training, service awards, qualification requirements, and variation and contract end dates.
- Contribute to the establishment or completion of reports to monitor, review, and support the work delivered by the team to support Managers and P&C Team.
- Assist to build positive awareness about the system to all employees and Managers, by hosting small training sessions on the administrative functions as required.
- Work as part of the broader P&C team on projects to increase the capacity of the team such as (but not limited to) on boarding, induction and improving systems and process.
- Support the development and distribution of timely and effective communications to the business.
- Maintain updated knowledge of and work within Anglicare Victoria policies and procedures and compliance requirements.
- Provide input into People & Culture 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.