# Senior HR Advisor/Case Manager

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church

# **ABOUT THE ROLE**

**Role Purpose**

the provision of specialist HR advice to line Managers and Supervisors. This role is focused on ensuring Managers and Supervisors are supported in addressing complex grievances, performance and conduct issues. The Adviser will be expected to take the lead in investigating these issues and be able to understand and apply a variety of legal principles while maintaining a focus an appreciation for the importance of positive workplace culture

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Employee Experience team in the Customer, People and System team through the following:

* Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
* Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
* Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
* Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
* Actively promoting safe work practices in the workplace during all activities consistent with Uniting’s policies and comply with all WH&S legislation, policies and procedures.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age

As a Senior HR Adviser, your role specifically will:

* Provide support to line managers and supervisors to address complex and/or sensitive performance and conduct issues with employees;
* Lead investigations into complaints, grievances and allegations of misconduct in line with HR best practice, legislative guidelines and Uniting Policy/process
* Assist Lead Adviser in coaching and mentoring HR Advisers;
* Be able to balance and assess competing, inconsistent or incomplete information and provide clear and considered advice to management;
* Support HR Business Partners and other HR professionals as required by providing advice and guidance on relevant Employee Relations and employment law issues;
* Draft and finalise relevant correspondence and other documentation associated with relevant investigations and disciplinary matters;
* Draft and finalise investigation reports and internal briefs related to relevant matters;
* Brief and provide advice to senior managers and if required Directors on
* Assist in the development of training and information materials for managers and supervisors;
* Deliver training to managers and supervisors at all levels of the business on areas consistent with the Advisers knowledge and expertise;
* Be able to analyse and provide advice to managers by balancing competing risks and business needs;
* Liaise with other relevant subject matter experts, including but not limited to: Employee Relations, WHS, Internal Investigations, Quality etc as required to ensure that all relevant issues are appropriately addressed;
* Provide input into the development of new materials such as templates, process, policies,
* Be accepted subject matter expect in at least one of the following areas: investigations, non-work related injuries, performance management, grievances, discrimination, Award/Agreement interpretation,
* Support the development and implementation of new and existing systems, records management and reporting
* Identify areas for improvement and provide potential solutions for our processes and work with relevant stakeholders to implement any agreed changes;

# ABOUT YOU IN THE ROLE

As an employee of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your Directorate Customer People and Systems

You’ll report to: HR Advisory Team Leader

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others, offers suggestions, and implements ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Understand of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has strong awareness of Uniting’s vision and values and can articulate how they apply to various areas of the business.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members and internal customers to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

Bachelor qualification in a relevant field or equivalent experience

Additional qualificators or training in a specialty HR related discipline such as: Employment Law, Health and Safety, Investigations, Training and Development, Negotiations, will be an advantage

**Experience:**

This role will require at least 5 years’ experience in a HR Adviser or Junior Business Partner role. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be able to display additional knowledge and understanding in an area of expertise and be expected to provide innovative ideas to solve problems within this area. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required:

* Demonstrated experience in provision of advice to business stakeholders and influencing the decision-making process
* Demonstrated experience in undertaking complex HR investigations
* Demonstrated experience in interpretation and application of relevant legislation and organisational policies/processes
* Excellent communication skills and highly service orientated.
* Strong knowledge of Generalist Human Resources better practice