
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 experience including generalist HR support and advice, health, safety and wellbeing, talent attraction, payroll and employee services, 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 continuing to improve the employee experience so that we can create Better Tomorrows for our clients.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	People & Culture
Program:	People & Culture
Reports To:	P&C Director
Direct Reports:	P&C Business Partners, Advisors, Coordinators, Administrators, or similar positions
Internal Stakeholders:	Employees, Line Leaders, People and Culture team, Cross-functional teams
External Stakeholders:	External organisations, Facilitators, Providers, Consultants, Sector partners and others as required
Classification:	Individual Employment Contract

About You (Key Selection Criteria)

Qualifications

Required:

- N/A

Desirable:

- A relevant tertiary qualification in Human Resources or an associated discipline is preferred but not essential.
- AHRI Certification – For HR Practitioners.

Knowledge and skills

- Experience managing and co-ordinating day-to-day operations across one or more sub-functional specialist areas including Human Resources, Diversity & Inclusion, Internal Employee & Corporate Communications, Employee Relations, Employee Services, Health, Safety & Wellbeing, Payroll, Human Resource Systems, Organisational Development, Learning, Organisational Design, Remuneration or Talent Management to deliver against organisational key performance indicators.
- Experience leading teams in a specialist area to set priorities aligned to the strategic agenda, develop key performance indicators, supervise outcomes and ensure appropriate controls are in place to deliver a high-quality service within the business.
- Ability to lead and manage cross-functional workgroups to deliver improved organisational performance in respect to capability, engagement and efficiencies.
- Management of projects in respect to resourcing, budgets, timelines and project plans to deliver on commitments and review impacts in respect to return on investment.
- Experience designing, developing and implementing improvement plans to strengthen organisational capability and culture.
- Ability to analyse, utilise and improve P&C data insights to inform and support decision making.
- Excellent communication and collaboration skills and ability to manage both internal and external stakeholders at all levels.
- Excellent skills in analysis, report writing, record keeping, and other computer skills, including teleconferencing platforms.
- Ability to self-reflect, apply feedback, and use supervision opportunities to contribute to personal and team development.

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 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

- Lead and manage a specialised team to support day-to-day operational requirements including provision of advice, processing, review and compliance to support employees, managers and functional teams.
- Provide expert advice within your specialist areas to effectively diagnose issues and drive a solution focused approach through appropriate advice, coaching or leading.
- Develop and manage key performance indicators for the specialist team working across P&C to connect shared measures of success, including establishment of accurate data, reporting, dashboards and analysis that can pro-actively inform the organisation of key risks, challenges and great performance.
- Develop trusted relationships with key stakeholders to ensure that People and Culture can proactively address emerging issues and develop improvements.
- Develop and review specialist area policies, procedures, internal processes and systems that support the employee (current and future) experience and ensure organisational risks are mitigated and opportunities are maximised.
- Strive to build long term organisational capability and linking practices across P&C to drive efficiencies and integration to enhance manager and employee experiences.
- Drive, lead and coordinate projects to build individual or organisational capability within specialist areas through evaluating gaps or themes and working as part of the P&C Lead Team to plan, implement and review project outcomes within the organisation.
- Create an inclusive environment that supports the organisation to build an engaged and capable workforce.
- Contribute to and support the development of key strategic initiatives to improve AV culture and capability for the future.
- Champion AV's brand and values to support AV to be the employer of choice within our sector.

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 utilise 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 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 ensure 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 health, safety, and 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 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.

In addition, the responsibilities of Managers are to:

- develop strategies to mitigate bias through employment life cycles, including ensuring diverse, interview panels. Seek 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.