



## POSITION DESCRIPTION

<b>Position Title:</b>	HR Advisor
<b>Location:</b>	Box Hill
<b>Reporting to:</b>	HR Operations Manager
<b>Direct Reports:</b>	Nil

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- **Commitment:** Loyalty in service to our mission, vision and values
- **Compassion:** Welcoming and serving all with understanding and without judgement
- **Respect:** Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- **Integrity:** Promoting, maintaining and adhering to our mission, vision and values
- **Empathy:** Establishing relationships based on respect, trust, friendship and perception
- **Advocacy:** Working to transform the causes of poverty and challenging the causes of human injustice
- **Courage:** Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



**PURPOSE OF ROLE**

The HR Advisor will provide generalist support to specified groups of the organisation.

The HR Advisor will support the HR Operations Manager and partner with St Vincent de Paul Society management on all aspects of industrial and employee relations to ensure a safe and productive working environment in accordance with the organisation’s values and policies.

The role will provide high level advice and support to managers and staff on a range of HR matters, particularly, performance management, grievances, complaints of bullying, harassment & discrimination and other employee relations matters including interpersonal conflict. In addition to this, the role will play a key role in contributing to organisational development projects and initiatives including wellbeing, recognition and workforce satisfaction and feedback.

Support members and volunteers to be effective in their responses to the most disadvantaged in our communities.

**KEY ACCOUNTABILITIES**

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society’s values are incorporated into all aspects of the performance of the role</li> <li>• Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture</li> <li>• Actively participate in activities that develop your personal and professional skills, knowledge and experience</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions</li> <li>• Identify and report hazards within 24 hours of them occurring on the incident reporting system</li> <li>• Manage day to day risks in line with policy and procedures</li> </ul>
<b>Employee Relations</b>	<ul style="list-style-type: none"> <li>• The General Manager HR is satisfied that the HR Advisor has effectively advised, guided and supported managers with all matters relating to employee relations issues such as: disciplinary, performance management, employment tribunals, grievance and absence management</li> <li>• The HR Advisor has outworked effective case management of all people related issues</li> <li>• Feedback from internal customers is that they received accurate and timely advice and support.</li> </ul>
<b>Performance, Recognition and Remuneration</b>	<ul style="list-style-type: none"> <li>• Feedback from internal clients reflects that the HR Advisor has provided support regarding Performance, Recognition and remuneration with a strong customer service focus and is considered a valued service provider across the organisation.</li> <li>• The HR Advisor will have assisted managers to craft performance</li> </ul>



	<p>indicators and provided guidance on how to measure them and have conversations about them. The General Manager HR will be satisfied that a higher degree of consistency and quality of performance management has been achieved for the paid workforce.</p> <ul style="list-style-type: none"> <li>The HR advisor has assisted with the development, monitoring and management of informal and formal Recognition programs for the broader workforce.</li> </ul>
<b>Satisfaction and Feedback</b>	<ul style="list-style-type: none"> <li>Systems and Strategies for obtaining satisfaction and general feedback from the broader workforce are developed, monitored and maintained to ensure quality of feedback and informed action planning by management.</li> <li>The HR advisor has monitored trends in employment practices (through on-boarding, exit and satisfaction surveys and other measures) and advised on appropriate proactive action</li> </ul>
<b>Coaching, mentoring and increasing capability</b>	<ul style="list-style-type: none"> <li>The HR Advisor has developed relationships across the organisation and has engaged with managers to understand their needs.</li> <li>Feedback to the HR Operations Manager indicates positive working relationships have been developed and broad support for Employee Relations, Performance, Recognition, and Satisfaction processes have been achieved.</li> <li>In addition, managers across the organisation feel well supported by the HR Advisor and have increased their capability levels through advice, guidance and training provided by the HR Advisor.</li> </ul>

**POSITION CONTACTS**

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
HR Operations Manager	Internal	<ul style="list-style-type: none"> <li>Direct reporting</li> </ul>
Broader HR Team	Internal	<ul style="list-style-type: none"> <li>Team members - Networking, effective partnering and capacity building</li> </ul>
Senior Executive Group	Internal	<ul style="list-style-type: none"> <li>Networking, effective partnering and capacity building</li> </ul>
Managers	Internal	<ul style="list-style-type: none"> <li>Networking, effective partnering and capacity building</li> </ul>
Members, Volunteers and Employees	Internal	<ul style="list-style-type: none"> <li>Support, resourcing, networking, effective partnering and capacity building</li> </ul>



Like-minded organisations	External	<ul style="list-style-type: none"> <li>Networking, effective partnering and capacity building</li> </ul>

## DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

## KEY PERFORMANCE INDICATORS

These will be developed by the Manager in consultation with the incumbent and will regularly be reviewed.

## KEY REQUIREMENTS

### Qualifications

- A relevant degree or qualification

### Skills

- Project management
- Ability to build rapport and influence others
- Outstanding written and verbal communication skills
- An ability to resolve conflict and disputes
- Exceptional skills in forging internal and external relationships
- Strong analytical & reporting capabilities
- Innovative & practical in problem solving
- Strong attention to detail
- Effective judgement & decision making
- Ability to work well under pressure
- Strong time management skills, including ability to meet deadlines

### Knowledge / Experience

- Extensive knowledge of employment legislation
- Detailed understanding of the industrial relations system, including National Employment Standards and Modern Awards
- Knowledge of ER procedures and processes such as employment tribunals, disability, diversity and equal opportunities
- Proven negotiation and conflict resolution skills
- Experience in managing employee relations processes to resolution
- Strong experience with technology and databases and HRM reporting, data management and analysis
- Proven ability to develop and deliver training
- Experience coaching and developing managers
- Demonstrated experience in working autonomously, whilst part of a larger team environment.

### Attributes

- Passion for human resources



- Behaves in an ethical and professional manner at all times
- Strong customer service orientation
- Leadership, courage and resilience
- Outcomes driven
- Willingness to travel throughout Victoria as required
- Willingness to vary normal working hours from time to time
- Awareness of, and ability to work within, the ethos of the Society

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.