



POSITION DESCRIPTION

Position Title:	People Engagement Officer
Location:	Box Hill
Reporting to:	HR Manager
Direct Reports:	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

Recognising that who we bring into the organisation has a significant impact on the culture and success of the Society, the position ensures the professional, responsive and timely delivery of services to the broader organisation.

The People Engagement Officer will promote and drive an innovative recruitment process and system and ensure the ongoing development of people managers throughout all our Victorian facilities in this area.

This is in support of members and volunteers to be effective in their responses to the most disadvantaged in our communities.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none"> • 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 • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture • Actively participate in activities that develop your personal and professional skills, knowledge and experience • Regularly attend and actively participate in all team / divisional and organisational meetings • Contribute to developing a culture of continuous improvement and respond positively to change
Safety	<ul style="list-style-type: none"> • Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions • Identify and report hazards within 24 hours of them occurring on the incident reporting system • Manage day to day risks in line with policy and procedures
Deliver Recruitment services to organisation	<ul style="list-style-type: none"> • Feedback from internal clients reflects that the People Engagement Officer provided delivery of volunteer and staff recruitment services with a strong customer service focus and is considered a valued service provider across the organisation. This will include drafting PDs, agreements, ads, assisting with interviews / scheduling, preparing kits, maintaining database and records, WFD paperwork and other duties. • The People Engagement Officer will be proactive in continuous improvement and providing suggestions for improving policies and procedures to enhance recruitment and compliance processes throughout the organisation. • The People Engagement Officer will support managers with workforce planning initiatives to ensure effective utilisation of workforce resources.



Employment Documentation	<ul style="list-style-type: none"> Feedback from internal clients reflects that the People Engagement Officer provided timely and accurate provision of employment documentation. The People Engagement Officer has monitored and followed up expiring employment contracts.
On-boarding and Orientation	<ul style="list-style-type: none"> Feedback from internal clients reflects that the People Engagement Officer assisted with the on-boarding and orientation process in a timely and professional manner with a strong customer service focus.
Compliance Checks	<ul style="list-style-type: none"> The HR Manager is satisfied that the customer group is compliant for all workforce compliance checks Systems and Processes are followed, monitored and maintained to ensure the workforce is compliant at all times
HR Support	<ul style="list-style-type: none"> The People Engagement Officer has provided support to the broader function such as data cleansing, assistance with the Learning Management System, etc.
Relationship Management	<ul style="list-style-type: none"> The People Engagement Officer has developed relationships across the organisation and has engaged with managers to understand their needs. Feedback to the HR Manager indicates positive working relationships have been developed and high level customer service has been provided. This will include responding to enquiries from prospective and current volunteers and staff in a timely manner, drafting various communications (acknowledgment, thank-you, etc.)

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
General Manager HR	Internal	<ul style="list-style-type: none"> One up Manager
HR Manager	Internal	<ul style="list-style-type: none"> Direct line manager
People Engagement Team	Internal	<ul style="list-style-type: none"> Team members - Networking, effective partnering and capacity building
HR Advisors	Internal	<ul style="list-style-type: none"> Customer group specific team member - Networking, effective partnering, planning and capacity building



Managers	Internal	<ul style="list-style-type: none"> Coaching and support managers within customer group
Like-minded organisations	External	<ul style="list-style-type: none"> Networking, effective partnering and capacity building

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

- Tertiary qualification in Human Resources

Skills / Knowledge / Experience

- Passion for recruitment and general human resources
- Knowledge of recruitment and employment contract legislation
- Strong interpersonal skills including phone and interviewing skills
- Demonstrated experience in delivering recruitment services
- Experience in coaching managers in recruitment systems and processes
- Strong experience with technology, database reporting, data management and analysis
- Demonstrated experience in working autonomously, whilst part of a larger team environment
- High attention to detail
- Highly organised and strong time management
- Strong customer service orientation
- Outcomes driven
- Behaves in an ethical and professional manner at all times
- 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.