



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Quality and Human Resources Manager	<b>DATE:</b>	January 2019
<b>LEVEL:</b>	Management	<b>SALARY:</b>	SACS level 6
<b>REPORTS TO:</b>	General Manager - Corporate Services	<b>DEPT:</b>	Management
<b>APPROVED BY:</b>	CEO	<b>SUPERVISE S:</b>	Quality Management & Admin staff

### PART A: ABOUT WYDAC

#### **BACKGROUND**

Warlpiri Youth Development Aboriginal Corporation (WYDAC) was started by Yuendumu Community in 1993 to address chronic petrol sniffing in Yuendumu. WYDAC achieved unprecedented community success in this initial struggle, which led to considerable growth in the organisation, which now provides a comprehensive range of social services throughout Warlpiri country - a vast and somewhat remote area of almost one million hectares.

WYDAC is an Aboriginal Corporation created by, and for, Warlpiri people, consisting of more than 130 Board members, with representatives from across the four Warlpiri communities. WYDAC head office is located in Yuendumu Community and has permanent staffing and operations at five remote Warlpiri sites (Yuendumu, Lajamanu, Willowra, Nyirripi and Mt Theo Outstation).

The notable, and sustainable, success of WYDAC programs has been firmly based on the support and strength of local Warlpiri people, as well as the ongoing commitment of a dedicated WYDAC staff.

All WYDAC programs aim to promote positive and meaningful pathways for Warlpiri youth and Warlpiri families. This is done through an extensive range of complementary, community-based programs.

#### **VALUES**

We believe that health does not just mean the physical wellbeing of the individual but refers to the social, emotional, cultural and spiritual wellbeing of the community. We strive to support families and young people, from across Warlpiri Country, to achieve their full potential as human beings, to build strong futures for themselves, their families and their communities.

## GUIDING PRINCIPLES

Warlpiri patu kurlangu	Warlpiri Leadership and Ownership
Kurdu-kurdu jungarni yaninjaku	Positive and meaningful pathways for young people and families
Mardarni-njaku kurdu-kurdu jintangka	Support for Warlpiri youth and families to deal with hard times
Nguru-ngka taarnga-juku warrki-jarrinjaku manu nyiya-kanti-kanti mampu-ngku mardarni-njaku	Sustainable resources and infrastructure on country
Jinta-ngka karlipa warrki-jarrimi manu kalipa nyanu purda-nyanyi Yapa manu kardiya jinta-marri-marri-warrki jarrimi	Unique and responsible working relationships Yapa and kardiya working together

## PROGRAM OBJECTIVES

- The primary purpose of WYDAC is to develop strong Warlpiri children, youth and families
- Provide youth diversion and early-intervention activities
- Provide youth leadership and development opportunities
- Provide education, counselling and care for young people and families
- Provide rehabilitation for at-risk youth who may be suffering from a range of issues including suicidal ideation, mental health challenges and substance misuse
- Provide young people with positive alternatives to juvenile detention
- Provide education, training and jobs so people can stay in the community
- Provide intensive support for young families and their children who may be going through hard times or where there is neglect
- Provide positive life pathways into jobs and leadership through training and development activities
- Share knowledge and skills with other Aboriginal nations
- Operate and maintain a Gift Fund to be known as “The Warlpiri Youth Development Aboriginal Corporation Gift Fund” in accordance with the requirements of the Australian Taxation Office”.

## **PART B: POSITION SPECIFICATION**

### **PURPOSE OF THE POSITION**

The purpose of the Human Resource and Quality Manager is to actively foster a culture of excellence in WYDAC's operations and service delivery. The role is to achieve this through two crucial ways:

- Ensure that quality management systems are in place, risk frameworks are functioning effectively, and there is a continuous improvement cycle in the delivery of services to Warlpiri communities.
- Ensure WYDAC's ability to attract, retain, develop and manage highly engaged and committed personnel.

### **KEY RELATIONSHIPS**

Reports to: General Manager - Corporate Services

Key Internal relationships:

- Contracts and Communications Manager
- Office Coordinator
- Executive Management team

Liaises with

- All WYDAC staff

### **DUTIES AND RESPONSIBILITIES**

#### **Human Resource Management**

##### **HR Management, Planning and Administration**

- Develop, implement and review HR policies and procedures to promote best practice and ensure compliance with legislation
- Provide timely and accurate advice on HR management activities, policies, practices, conditions of employment, entitlements and related issues to managers and staff
- Maintain and strengthen HR documentation including letters of offer, contracts, induction briefs, policies & procedures, templates and organisation charts
- Generate monitoring, evaluation & learning tools to measure HRM performance and staff satisfaction.
- Develop regular reports including personnel metrics, risk management and other as requested by WYDAC Executive Management

- Oversee the development and implementation of change management initiatives and support the Executive Management in implementing the organisation review recommendations.

### **3. Staffing and Recruitment**

- Manage the end-to-end recruitment and selection process, incorporating position descriptions, advertising, shortlisting, interviewing and induction
- Establish and administer a comprehensive induction process for all new staff.
- Supervise the separation of exiting staff including conducting exit interviews, separation checklists, closure of personnel files and un-enrolment from WYDAC systems
- Monitoring and implementing compliance with all relevant national and industry legislation and regulatory bodies
- Monitor compliance with the SACS Award
- Monitor compliance with Ochre Cards and National Police Checks legislation
- Monitor and facilitate compliance with occupational health and safety requirements and equal employment opportunity requirements

### **4. Employee Development**

- Develop and promote pathways to Warlpiri employment.
- Administer and enhance the WYDAC performance appraisal process and associated links to facilitate training, professional development and career/succession planning.
- Address staff performance issues as required according to WYDAC documented policies and procedures.
- Provide coaching and respond to enquiries from managers and staff on performance appraisal, grievance or complaints procedures.
- Develop and implement a learning and development process and supporting systems to encourage professional development, enhances competencies and promote staff retention.
- Establish and maintain a WYDAC human resources portal, including e-learning modules to ensure accuracy and currency of information.

## Quality Management

### **Quality Management Processes**

- Lead, develop, implement and maintain WYDAC's organisational-wide quality management system.

- Lead and manage annual quality audits via the current quality management provider, and review and maintain audit tools.
- Manage and review the organisation's document control system; assuring compliance and ensuring that there is a QMS in place for the identification, storage, protection, retrieval, retention and disposition of these records.
- Evaluate and prepare analysis/benchmarking reports to Management, stakeholders and relevant committees in a timely manner on: External audits and evaluations, Quality improvement and Others as required
- Review, analyse and enact updates to legislation, regulations, standards and guidelines on QMS and health and facilitate changes to processes and procedures to ensure adherence with updated requirements.
- Lead, facilitate and support the development and implementation of quality improvement projects to deliver improved safety and quality outcomes

### **Accreditation**

- Work with Management to monitor and ensure preparation for accreditation to ISO 9001:2015
- Ensure an internal audit schedule is in place which delivers risk minimisation, compliance to accreditation and quality standards
- Analyse audit results creating improvement plans and act on audit findings and recommendations to ensure compliance.
- Facilitate the Certification Assessment process for ISO 9001:2015 accreditation.
- Management of the corrective action system ensuring all non-conformities are recorded and investigated to determine root cause and ensuring corrective or improvement activities are closed out in a timely manner

### **Staff and Culture**

- Support a culture that enables staff to understand and comply with quality, risk and safety guidelines to meet relevant accreditation standards and legislative obligations.
- Management and review of customer feedback and client complaints and track and manage follow up by management
- Manage the review and upkeep of policies and procedures, liaising with relevant staff to ensure compliance and best practice guidelines are implemented
- Educate, coach and mentor WYDAC employees on the tools and processes required for the ongoing accreditation process and QMS.

## **PART C: PERSON SPECIFICATIONS**

### **1. PROFESSIONAL STANDARDS**

All WYDAC employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public.
- be cognisant with and uphold the objectives and philosophy of WYDAC
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times.

### **2. ESSENTIAL SELECTION CRITERIA**

- SC 1** Extensive knowledge and evidence of application of contemporary HR practices and strategies, such as strategic workforce planning, performance management, employee relations, Equal Employment Opportunity, diversity and organisational change and reviews
- SC 2** Demonstrated knowledge and skills in leading the development of effective business systems and quality improvement processes.
- SC 3** Demonstrated high-level consultative, interpersonal, communication and negotiation skills including the ability to deal with complex issues and work under pressure with minimal supervision and meet deadlines.
- SC 4** Proven analytical skills of a high order and the capacity to provide advice on policy formulation, program management, and program evaluation.
- SC 5** Ability to support and facilitate operations and respond to funding bodies as required
- SC 6** Demonstrated understanding of, and experience in working with cross-cultural persons and community development, preferably in a remote context.
- SC 7** Excellent computer skills and experience working with spreadsheets and databases
- SC 8** Demonstrated capacity for resourcefulness, self-motivation and independent decision making
- SC 9** Demonstrated stress management skills

### **ADDITIONAL FACTORS**

- Applicants will be required to obtain a criminal history check and Working with Children clearance – Ochre Card (on acceptance of position, and conditional to contract offer)

### **NON ESSENTIAL SELECTION CRITERIA**

Nil

**ENDORSEMENT**

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Signature (CEO) \_\_\_\_\_ Date  
\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee's Signature \_\_\_\_\_ Date  
\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_