




People, Learning and Culture Manager

Position Description

Human Resources



Stage: Issued 
Version: 1.006036
Issued: 3/10/2018
Next Review: 2/10/2021

- Position Title:** People, Learning and Culture Manager
- Location:** Quantum - Morwell Office and other Quantum sites as required.
- Hours of Duty:** As per Employment Agreement.
- Duration:** The period of employment is dependent upon ongoing funding.
- Position Funding:** Ongoing employment is dependent upon the continuation of funding.
- Salary:** Salary & conditions are as per the Quantum Enterprise Agreement 2015 and the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.
- Classification:** Social and Community Services Level 8.
- Reports to:** Chief Executive Officer

Our Vision, Mission & Values:

Quantum is committed to providing accessible high quality, advocacy and support services that meet the needs of our community.

Our Vision

Quantum serves to enrich the wellbeing of Gippslanders.

Our Mission

To improve lives by empowering people, particularly the vulnerable to reach their full potential.

Our Values

Quantum recognises that values driven activities and relationships are essential to the successful achievement of our Vision and Mission and a vibrant organisation. These values guide our behaviours, planning, service delivery and relationships.

Respect:	Integrity:	Empowerment:
Quantum values the worth and contribution of others and embraces treating people fairly and without discrimination	Quantum values being ethical and professional in our conduct	Quantum values sharing our knowledge to promote the choices and decision-making capacity of others

Primary Position Objectives:

Maintains and enhances the Organisation's human resources including: -

- Ensuring compliance through policies and procedures to minimise risk
- Operational effectiveness
- Administration of justice and jurisprudence
- Ethics/Standards of Conduct including child safe standards and legislative obligations
- Staff/Management relationships
- Manage HR KPIs
- Manage the contractual arrangements
- Promote mission, vision, values and staff wellbeing
- Develop competitive marketing campaigns
- Manage the recruitment, placement and retention systems
- Participate in Continuous Improvement for sustainable outcomes

Duties and Responsibilities:

- Provide strategic and specialist human resource advice and information to the CEO and Executive regarding workforce planning, Quantum's HR Systems, and infrastructure requirements to enable the facilitation of decision making
- Provide industrial relations advice to the CEO and Executive including Stream Managers on the management of

staff and staffing issues

- Ensure compliance with relevant legislation, awards, and enterprise agreement
- Introduce and implement Human Resource framework/s and Standards to manage human resources effectively with strong links to strategic planning, communications and marketing; business development and other interconnections such as/ but not limited to The Achievement Program'
- Ensure legal compliance by monitoring and implementing applicable human resource federal and state requirements, conducting investigations; maintaining records, and representing the organisation at legal hearings
- Support good governance through the provision of detailed, analytic and trending reports to the CEO including introducing a HR system to improve data capture and metrics
- Ensure all Human Resource Systems are supported by appropriate HR Policies and procedures and are communicated to all staff through Quantum Communication Channels
- Manage overall policy direction of Workplace Investigations from operational to senior executive and Board-CEO level, including liaising with Unions involved in representing parties to a complaint
- Identify and review material legislative obligations to ensure fair, impartial, prompt and thorough workplace investigations, debriefings and mediations are undertaken
- Manage rehabilitation for staff returning to the work
- Review, develop and implement human resource Information Management System underpinned by quality assurance associated with management practices, cost, risk and opportunity that are holistic and evidence-based
- Participate as a member of the Technology Group to ensure investment in new technology systems to manage increased human resource and compliance functions of the Organisation
- Participate as a member of the Quality, Risk and Compliance Working Party to ensure the Service Effectiveness Monitoring Framework is progressed and HR compliant
- Manage the framework for measuring organisational performance and actively liaise with staff to achieve positive outcomes
- Manage, design and implement an Induction and Orientation Program for staff; and a re-induction program, and hold relevant information sessions for incoming and current staff about Quantum EBA and updated legislative requirements
- Review the Mandatory Training required at the program and organisational level and introduce and coordinate online modules of training on core requirements including privacy, bullying and harassment, equal opportunity, child safe and Aboriginal and Torres Strait Island cultural safety
- Manage, design and implement Kudos'/incentive system/s that recognises and motivates individual and Team contributions based on merit, competence, responsibility and accountability to organisational objectives and values
- Support the CEO and Executive Director during negotiations with Unions including the Enterprise Agreement negotiating group or Joint Consultative Committee
- Oversee Records Management function to ensure quality records management systems are met
- Delegate responsibility, authority and accountability to People, Learning and Culture employees within the scope of employee skills, competence and training.
- In line with workforce planning and development, develop a Volunteer program that includes Volunteer Coordination and meets DHHS compliance requirements.

Staff Support

- Apply change management theories to influence work place culture and adaptability
- Manage, design and implement strategies for motivating staff, inspiring creativity, handling change, improving productivity and increasing morale
- Review and develop formal and informal supervision to ensure all staff are receiving supervision by a qualified person at routine intervals; including probationary and annual review tools and systems.
- Assist information flow between management and staff relating to HR systems, policies and procedure
- Develop team approach to problem solving and encourage innovative practices
- Apply continuous improvement principles to ensure the culture of the Organisation remains safe and staff are committed to Quantum mission, vision and values through consultation and engagement processes.

Agency Participation

- Liaise and negotiate with a range of people, internal and external to the organisation
- Participates in regular supervision and team meetings using a strength-based approach
- Seeks and provides evidence-based feedback
- Contributes to integrated team work and / or Leadership
- Commitment to quality and continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery and contribute to future planning
- Ensure the provision of excellent customer service by People, Learning and Culture Stream
- Possess excellent decision-making, strategic thinking, leadership, interpersonal, and ethical conduct skills.

Career Management

- Motivate and encourage staff to develop skills and competencies and provide opportunities for career

advancement through Career Management systems, staff development and training

- Work with Executive and Management to facilitate mobility of staff across service systems that creates a multi-disciplinary work force
- Manage end to end employee lifecycle but not limited to developing position descriptions, recruitment and selection, onboarding, performance managements, learning and development and exit process
- Ensure the student placement and Internship program is developed and delivered with a focus on student experience that is in line with organisational values
- Develop a workforce strategy to include University and miscellaneous tertiary partners and pathways to ensure the organisation has suitably qualified staff to meet the needs of service expansion
- Assist with the delivery of operational support and or guidance to line managers and individual employees in areas such as employee relationships, job design, performance management, remuneration and benefits, job evaluation, compliance, employee developmental planning, succession planning
- Ensure effective communication with all staff to maintain ethical and transparent working relationships.

General

- Communicates with clarity, conviction and respect
- Competent literacy and computer skills
- Ability to work with minimal direction and supervision
- Excellent time management skills
- Builds strong networks and collaborative partnerships

Occupational Health and Safety and Equal Opportunity Practices

- Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices
- Participate in and work with the organisation's OHS Committee to identify areas for improvement and compliance with relevant legislation and standards.

Judgement and Decision Making

- This position involves policy development and problem solving

Key Selection Criteria:

1. Tertiary Qualifications with Human Resource management.
2. Demonstrated ability to meet the expected standards of performance and competencies in relation to requirements of Position description.
3. A well-developed knowledge of, and experience in the application of contemporary HR procedures and practices.
4. Demonstrated ability to contribute to the planning, monitoring and evaluation of human service systems.
5. Proven ability to interpret legislation, regulations, Awards together with undertaking investigations; applying policies and implementing procedures.
6. Proven ability to interact proactively with management and staff at all levels of the organisation in the resolution of HR issues, grievances and complaints systems.
7. Demonstrated experience and knowledge of work force planning, implementation of HR Framework/s and good governance systems.

Other relevant skills, knowledge and experience :

- Specialist skills include extensive knowledge of People Learning and Culture theory and practice
- Extensive knowledge of human resource principles, legislation and practices
- Knowledge of risk management principles, legislation and practices
- Knowledge of occupational health and safety principles, legislation and practices
- Knowledge of Records Management principles, legislation and practices
- Ability to investigate, analyse, balance competing interests and make informed decisions based on professional knowledge, previous experience and independent research
- Ability to apply contract management principles
- Ability to set and achieve professional goals and performance targets which align to Organisational goals and objectives

Educational Preference's

- Bachelor of Science / Bachelor of Arts in Human Resource Management or demonstrated management experience with a concentration in HR for 5+ years.
- Bachelor of Business Administration with a focus on Human Resources, Organisational Behaviours, Management and Leadership and Industrial Relations.
- Master's Degree in Human Resource Management (not mandatory)

- Human Resource Management Professional

Key Relationships:

- Chief Executive Officer
- Executive
- Stream Managers and Practice Leaders
- Staff
- Liaise with external service providers, other not-for-profit Organisations and Corporations as appropriate.

Mandatory Requirements:

- Completed application must address the key selection criteria, include a current resume that contains or has attached the name, address and telephone number(s) of three referees, one being current employer/CEO.
- Current copy of Tertiary Qualifications relating to Human Resource management with Selection Criteria

Conditions of Employment:

- The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum Support Services, complete a successful Police Check and Referee Check prior to commencing employment, and provide confirmation of a Working With Children Check
- If you worked overseas for more than 12 months in the last 10 years an International Police Check will be required
- The successful applicant is required to comply with the policies of Quantum Support Services Inc.
- A current Victorian driver's licence is required, that is not a risk of being cancelled
- Must meet Child Safe Standards
- The position description is subject to an annual review

Accountability:

The People Learning and Culture Manager is accountable to the Chief Executive Officer.

Revision History:

Position created 27th September 2018



Acknowledgement:

Please sign and date to acknowledge you have read and understood this position description.

Employee:

Name: _____

Signature: _____

Date: ____/____/____

Manager

Name: _____

Signature: _____

Date: ____/____/____



[Click here to acknowledge that you have read and understand this document](#)