

POSITION:	Coordinator People and Culture
STATUS:	Full Time
AWARD & SALARY:	Position offers salary based on relevant section of Social, Community, Health and Disability Services Award. Level 6 Salary Packaging in accordance with Public Benevolent Institutions applies.
PRIMARY LOCATION:	Warrnambool
REPORTS TO:	Manager Corporate Services and Engagement
DIRECT REPORTS:	People and Culture Advisor
RISK ASSESSED CATEGORY:	Tier 4

ORGANISATIONAL CONTEXT

Mpower is a well-established, successful, accredited not-for-profit community based organisation servicing South West Victoria. Established in 1975, the operation of Mpower has grown from a small voluntary service to an accredited agency employing more than 95 staff, providing a range of clinical and support services to over 1200 families regionally. Vast growth over the last five years, including the introductions of the National Disability Insurance Scheme (NDIS) and expansion of community sector services has allowed us to develop responsive and complimentary services in our local community.

RESPECT **EMPOWERMENT** **QUALITY** **CONTINUOUS LEARNING**

PRIMARY OBJECTIVES
The position will be responsible for providing high level guidance and advice to the employees and their managers regarding People and Culture (P&C) functions, and coordinates activities within P&C team and plays a key role in employee engagement, safety and wellbeing. The role will work across a range of P&C and workforce development functions, oversee compliant and transparent recruitment and onboarding processes, performance management, organisational training requirements and other organisational business plan and responsive objectives.

KEY ACCOUNTABILITIES

KEY AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Outstanding Services	• Provide positive leadership to the P&C team and the broader Mpower agency. • Coordinate the day-to-day P&C requirements of the organisation including setting program outcomes, recruitment process's, provide guidance and support for workforce and succession planning, job design and capability development and induction processes • Involvement in the development, review and implementation of P&C policies, procedures, documents and resources • Oversee and implement all regulatory requirements of employment law to ensure compliance • With the support of the Manager Corporate Services and Engagement ensure appropriate risk controls are implemented and documented in the risk register, including psychosocial hazards. • Ensure compliance and certification for all employees, volunteers, students and work experience participants • With the support of Manager Corporate Services and Engagement or external advisor, manage employees' grievances, required investigations and disciplinary processes. • Actively participate in investigation process required internally and by DFFH, CCYP and the NDIS Quality and Safeguarding Commission • Contribute HR related information, analysis, and recommendations to organisation strategic thinking and direction • Provide reports on a range of topics and HR metrics to the Manager Corporate Services and Engagement as	• Contributing to effective and engaged teams • Mpower's recruitment and selection activities are managed in line with organisational policies, procedures and statutory obligations • Strong communications principles are applied between the P&C function and employees • Mpower values and strategic vision is modelled • Team consultation and input to the plans, policies and procedures within P&C occurs across organisation • Compliance with relevant industrial relations legislation and regulatory obligations at all times • Relevant and insightful statistical information is provided to key stakeholders • Decision making and behaviour that aligns with Mpower policies is displayed • Positive communication with all stakeholders about Mpower, measured by stakeholder feedback • Best practice and cost efficiencies and effective sourcing, screening and interview techniques are implemented • Expert advice and support provided to senior management to promote a safe and healthy workplace. • Promotion of a culture of ongoing participation in safety and health awareness • Employees return to work post injury or illness and provided with suitable employment to ensure the success of the return • Attendance at Management Team meetings, as required

	required. • Track, measure and report on employment trends within the organisation • Ensure Human Resources Information Systems are fully utilised to improve efficiencies • Support implementation and evaluation of OHS compliance •	

	• Contribute to OH&S consultations and report any health or safety issues to relevant staff • Support managers with efficient and effective process for managing employee injury claims, including the provision of specialist knowledge and advice in claims management and return to work plans. • Develop and facilitate education and training to support P&C practices and/or processes • Contribute to the annual organisation culture survey (pulse survey) and facilitate the implementation of recommendations • Comply with all relevant legislative requirements, organisational policies, vision, mission and value statements • Work closely with applicable employees to develop external communications for Linkedin, social media, radio and print to ensure Mpower brand is marketed consistently and relevantly	

Leadership and Management of Engaged and Effective Team	• Lead, motivate and develop direct reports to ensure the achievement of program objectives • Management and supervision of direct reports within the team • In conjunction with the management team, develop, implement and review an employee retention and recruitment plan for skilled personnel across the team to meet the short term and long term needs of the Service • Plan and implement strategies to promote teamwork, strengthen relationships across teams and support wellbeing • Support and encourage the professional development of team members to ensure the whole service has the necessary range of skills required across the team Facilitate and role model ongoing, regular, and positive communication for staff through meetings and collaboration • Undertake direct reports' supervision and annual performance appraisal in line with Mpower policy and procedures • Manage direct reports' requirements of time, attendance, and wellbeing • Ensure currency of all mandatory training, certifications, qualifications, and licenses of direct personnel	• Personnel are supervised in a timely and professional manner in accordance with Mpower's protocols, policies and procedures • Ensure that personnel complete professional development requirements in line with associated industry standards • Employee appraisals are completed on time and add value to employee experience • Employee personal leave is within expected range • Development of recruitment and retention plans

Impactful Partnerships	• Develop internal communications to keep all employees informed of organisation initiatives including recruitment, health and well being and other projects as required • Build strong working relationships with employees and Management team • Positive engagement and communication with colleagues so as to ensure a positive workplace culture • Develop and foster relationships with external stakeholders to promote the Mpower brand	• Demonstrated professional relationships with internal customers as evidenced by feedback received through performance reviews and supervisor feedback • Tasks undertaken are underpinned by the strategic goals of the organisation • Evidence of promotion of the organisation in a positive manner • Demonstration of Mpower's value and professionalism at all times • Proactive relationships and communication with key stakeholders that ensure efficient services to Mpower's service delivery

SKILLS AND BACKGROUND REQUIREMENTS

Formal qualifications
Relevant tertiary qualifications with at least four years work experience in the field

Prior experience and desired skills
Required

- At least three years experience working in P&C role
- Experience with attraction, recruitment and retention strategies across a broad range of industries
- Ability to interpret and apply employee and industrial relations legislation
- Demonstrable leadership abilities
- Solid communication skills
- Relationship building and development

Desirable

- Understanding of allied health, community services and disability industry

Compliance Requirements:

- Working with Children Check
- Compliance with a criminal background checks
- NDIS Worker Screening Clearance

SIGNATURES: We certify that the contents of this position description are a true and accurate reflection of this role:

Position holder:	Date: / /	Signature:
Supervisor:	Date: / /	Signature:
HR Representative:	Date: / /	Signature: