

# POSITION DESCRIPTION



## Manager, Human Resources

### People and Culture

#### About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### Our Vision

Building a Just Society

#### Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

#### Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

#### Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### Position details

POSITION TITLE: Manager Human Resources

PROGRAM: People and Culture

LOCATION: Richmond

REPORTING RELATIONSHIPS: This position reports directly to the Executive Director, People and Culture. This position has line management of five staff

EFFECTIVE DATE: September 2024

## Position Purpose

- To act as the senior HR Business Partner to the organisation by ensuring that the organisation's Human Resources strategy, policies and processes enable the effective and legally compliant management of staff and support them to enact the organisation's values and purpose.
- Provide leadership in implementing the organisation's Strategic Direction to 'build communities of justice' in relation to volunteer engagement and service in line with Jesuit Social Services Strategic Plan.
- Ensure that the Province entitles' Human Resources policies, processes and documentation enable the effective and legally compliant management of staff and support them to enact their entity's values and purpose.

## Program Purpose

### Central Office

Jesuit Social Services engages with people from diverse backgrounds experiencing complex problems, including those associated with mental illness, substance misuse, family breakdown, offending behaviour, homelessness, unemployment, poverty and social exclusion.

Jesuit Social Services operates a range of programs for disadvantaged young people, families and communities from various operational sites.

### People and Culture

People and Culture is responsible for human resources, learning, practice and development, quality, governance, payroll, and the Jesuit identity of the organisation and is located at Central Office

## Duties of the position

- In conjunction with the Executive Director, People and Culture develop and implement a HR Business Plan encompassing strategic initiatives which support the establishment of a high performance, values driven and service focused culture that is free from bullying, discrimination and harassment including:
  - represent the organization in relevant industrial and contractual, negotiations as required.
  - updating, developing and implementing a classification structure aligned with relevant organisational and industrial frameworks.
  - developing a strategic approach to management of Work Cover claims and ensure pro-active claims management and administration occurs in accordance with relevant legislation.
- Build strong relationships with key stakeholders by developing a strong understanding of stakeholder HR needs by:

- Providing specialist leadership level HR advice and support to Executive Directors, Directors, General Manager and Managers in the utilisation of HR processes
- Providing leadership, guidance, coaching and support on all people aspects within the organisation that facilitate the development of positive motivated teams and lift the people management skills within the organisation.
- Ensuring that managers are appropriately advised on the Enterprise Agreement, Award interpretations and industrial relations requirements, and assist program managers to resolve employee/industrial Issues.
- Implementing workforce planning, attraction and retention strategies and develop initiatives to attract quality, diverse candidates to the organisation.
- Driving the performance management and appraisal processes and provide support to managers in effectively managing employee performance and development.
- Provide leadership in helping the organisation to re-imagine the role of volunteers and implement an innovative approach to their engagement across organisation activity by:
  - Ensuring the organisation has a strong, engaged, well trained and managed volunteer force; incorporating skilled professional and corporate volunteers, volunteer tutors and mentors, and administration and support volunteers.
  - Providing leadership to ensure the effective engagement of program managers, coordinators and staff to support and strengthen the recruitment and management of volunteering at the local program level.
- In conjunction with the Executive Director, People and Culture, build strong relationships with key stakeholders of Province entities, develop a strong understanding of stakeholder needs and provide accurate and timely HR advice.
- Supported by the HR team, ensure that all staff are employed or contracted correctly and according to their agreed entitlements. Ensure that the Personnel and Human Resources records are appropriate for resource planning, operational and legislative requirements and relevant standards of privacy and confidentiality are maintained.

## **Key Selection Criteria**

1. Tertiary qualification/s and/or relevant experience in field
2. HR generalist skills across the full range of an HR portfolio both strategic and operational including: industrial relations / employee relations, workforce planning, attraction, retention, recruitment, performance management, training and development, organisational culture, work health and safety and day to day human resources management
3. Experience in leadership at a senior level with demonstrated capacity to provide insightful and sound advice and to influence discussions and strategy.
4. Demonstrated understanding and technical capacity to comply with relative legislation with a broad understanding of HR policies and practices in a human services context.

5. Proven experience in implementing and supporting a consultative industrial relations environment in a national context and representing the organisation as required at hearings and conciliations.
6. Experience in the not-for-profit sector would be well regarded.

### **Key Performance Indicators**

- Develop and review organisational HR Policies and Procedures as per required timelines including implementing actions in the Jesuit Social Services Strategic Plan and Diversity, Equity and Inclusion Strategy as relevant to the position by the required timelines.
- Develop and implement the organisation's Recruitment, Induction and Development Strategy for staff and volunteers as per required timelines.
- Increase the level of volunteer activity by 5% each year.
- Ensure implementation of HR services to relevant Province entities as per details documented in the signed Agreement.

### **Key responsibilities of Jesuit Social Services Employees**

#### **Service delivery/ Practice Framework**

- Engage and build positive and constructive relationships with internal and external stakeholders
- Deliver services consistent with shared services guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

#### **Team work and supervision**

- Work effectively as part of a team, contributing to group outputs
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

#### **Continuous Improvement and Professional Standards**

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

### Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory
- Demonstrate understanding, and a capacity to provide leadership in, the identity and ethos of Jesuit Social Services

### Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Proof of eligibility to work in Australia

### Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

### Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

### Employee Acknowledgement

I, \_\_\_\_\_ (please print name)  
acknowledge that I have read and understood the contents of this position description.

**Employee Signature:**

\_\_\_\_\_

**Date:** \_\_\_\_\_

**Position Description Approved by:**  
**Executive Director People and Culture**

**Position Description Review Date:**  
**September 2026**