

## Westhaven Ltd

Our Vision – **Live how you choose**  
Our Core Values – **C.H.O.I.C.E**

<b>Position Title</b>	People and Culture Manager	<b>Reports to</b>	Director, People and Culture		
<b>Number of Direct Reports</b>	3	<b>Position Location</b>	Negotiable	<b>Version</b>	June 2023

### Purpose of the position

Reporting to the Director, People and Culture, the **People and Culture Manager** works closely with Westhaven's management team on people management matters, and plays a key role in the delivery of organisational change projects.

### Decision making

- This role operates with autonomy within the context of agreed priorities, self manages workloads and the workloads of direct reports to meet known deadlines, and makes decisions within the limits of delegated authority.
- This role has financial delegation as detailed in Westhaven's Financial Delegation Schedule.

### Key Responsibilities

- Manage people management cases at Westhaven including reporting on trends, and proactive approaches to minimise PMM's
- Coach, guide and support management with people management matters
- Employee relations and engagement
- Other people matters such as Retention strategies, Diversity and inclusion strategies and Leadership development
- Policy, procedure and practices development and review

## Knowledge, Skills, Experience and Compliance

### Knowledge

- Contemporary knowledge of human resource organisational policies and practices
- Knowledge of current employment legislation
- Knowledge and demonstrated ability in sound case and investigation management

### Skills

- Advanced problem solving capabilities, confidence and emotional intelligence that enable you to negotiate and resolve complex situations
- Professional relationship management and influencing skills, with a service oriented outlook
- Highly developed organisational skills and capacity to prioritise competing demands
- Highly developed interpersonal communication including both written and oral skills
- Effective conflict resolution skills, negotiation, mediation and decision-making skills

### Experience


- Willingness to be a team player, with a high attention to detail and systems oriented approach to work
- The ability to interact positively at all levels, including dealing professionally with managers and staff from a broad range of educational and cultural backgrounds.

### Compliance

- Current valid NSW Driver's licence
- Obtain and maintain a current paid Working with Children Check (WWCC)
- Obtain and maintain a valid National Disability Insurance Scheme Workers Check (NDISWC)

## NDIS Workforce Capability Framework

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of 'what good looks like' for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission's principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.

NDIS Workforce Capability Framework		Supervision and Frontline Management
Capability Group	Capability Name and Description	
 <p><b>Manage, supervise and coach others</b></p>	<p><b>Model and reinforce values in organisational culture and practice</b></p> <ul style="list-style-type: none"> <li>Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.</li> </ul> <p><b>Promote quality through consistent good practice</b></p> <ul style="list-style-type: none"> <li>Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality support and services.</li> </ul> <p><b>Support health and manage risk</b></p> <ul style="list-style-type: none"> <li>Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants.</li> </ul> <p><b>Foster and develop a capable workforce</b></p> <ul style="list-style-type: none"> <li>Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.</li> </ul>	