

Westhaven Ltd

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

Position Title	People and Culture Officer	Reports to	People and Culture Manager	
Number of Direct Reports	Nil	Position Location	Negotiable	

Purpose of the position

The People and Culture Officer will work collaboratively with all members of the People and Culture Team to provide high level, efficient human resource services. The People and Culture Officer will be deployed to work on projects, tasks or activities that are considered the team's focus at a particular given time.

Decision making

- This role operates with some autonomy within the context of agreed priorities, self manages workloads to meet known deadlines, and makes
- decisions within the limits of delegated authority
- This role has no direct reports
- This role has no financial delegation.

Key Responsibilities	
<i>People and Culture delivery of service</i>	<ul style="list-style-type: none"> • Coordinate employee engagement initiatives, such as Stay Surveys, Entry Surveys, and Exit Surveys.

	<ul style="list-style-type: none"> • Analyze survey results and align them with the respective Senior Management team. • Coordinate and attend monthly CEO Pulse Session. Provide post session support by preparing comprehensive data reports and compiling key takeaways and action items from the CEO Pulse Sessions. • Facilitate the timely and compliant processing of flexible work arrangement requests, ensuring alignment with organisational policies and procedures. • Provide efficient and supportive processing of Family and Domestic Violence Leave requests, adhering to relevant legislation and organisational guidelines. • Provide a variety of services using intermediate level technical knowledge across a range of activities on an as-needed basis including, but not limited to: <ul style="list-style-type: none"> ◦ recruitment and onboarding ◦ resignation processing ◦ policy review and writing ◦ retention initiatives ◦ compliance checking ◦ employee events ◦ communication activities ◦ benefits management ◦ or other People and Culture projects.
<i>Resolution of matters related to employees at Westhaven</i>	<ul style="list-style-type: none"> • Assist P&C Manager/P&C Advisor with people management tasks, ensuring compliance with legislation, policy and procedures. • Trouble-shoot and problem solving of issues related to people and/or culture. • Provide appropriate response to initial enquiries, referencing appropriate policy, process or escalation. • Prepare correspondence, briefs, policies and reports to a high level, with minimal need for revision and ensure the timely action of responses
<i>Collaboration to meet operational requirements and enhance efficiency and effectiveness of People and Culture</i>	<ul style="list-style-type: none"> • Be an active and contributing member to the P&C Team. • Contribute to and ensure the effective adoption of new systems, processes and procedures within the team • Foster a culture of knowledge and information sharing and continuous learning in the team, undertake • regular quality assessments and drive ongoing improvements to enhance the relationship with internal stakeholders.

- Represent P&C team at internal stakeholder meetings as required

Knowledge, Skills, Experience and Compliance

Knowledge

- Demonstrated knowledge and understanding of People and Culture service offerings

Skills

- Excellent time management skills with the ability to plan, priorities and make decisions
- Excellent interpersonal skills with the ability to build productive relationships and collaborative capabilities to influence outcomes and generate solutions
- Excellent administration skills, with the ability to generate reports, analysis data for insights and sound attention to detail

Experience

- Experience as a recruitment coordinator or People and Culture transactional employee would be highly regarded
- Qualifications in human resource management would be highly regarded

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)

Key Challenges

- Managing competing demands and priorities within a complex service environment
- Identifying and applying innovative approaches to increase productivity and maximise efficiencies using system driven processes

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>Manage, supervise and coach others</p>	<p>Model and reinforce values in organisational culture and practice</p> <ul style="list-style-type: none"> • 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. <p>Promote quality through consistent good practice</p> <ul style="list-style-type: none"> • 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. <p>Support health and manage risk</p> <ul style="list-style-type: none"> • 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. <p>Foster and develop a capable workforce</p> <ul style="list-style-type: none"> • 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. 	