

Position title:	Human Resources Business Partner (HRBP)
Position number:	TBC
Team:	Human Resources (HR)
Group:	Business Services
Position reports to:	Head of People & Culture (HPC)
Employment type:	Permanent, Full-Time
Usual Place or Places of Work:	Negotiable (Bendigo / Mildura / Preston)
Position Level	SCHADS 6 or 7, subject to experience
Position contact:	kerri.carr@hhs.org.au
PD Reviewed	October 2024

ROLE PURPOSE

ABOUT US

At Haven Home Safe (HHS) we believe that everyone should be able to access a home no matter what circumstance they find themselves in. HHS is proud to partner with government, private and not-for-profit, industry and community-based organisations to deliver housing and integrated support programs.

We're focused on outcomes that deliver better services and outcomes to Victorians in need. Everyone deserves a home.

HHS is committed to building a culture where we provide personal and professional development programs and support ways of working that help employees balance work and life.

HHS is an equal opportunity employer and welcomes applicants from a diverse range of backgrounds including people who identify as First Nations People, people living with a disability, those from varied cultural backgrounds and those who identify as LGBTIQ+. HHS provides workplace adjustments for applicants living with disabilities.

The Business Services Group at HHS is responsible for providing business enabling people and corporate functions that drive a high-performance culture and support integrated operations.

ABOUT THE ROLE

The HR Business Partner role supports the development of HR strategy and workforce planning; and is responsible for delivering operational HR services, solutions, and advice across all stages of the employee life cycle. This includes talent acquisition and onboarding, induction, remuneration, employee relations, performance management, offboarding, HR policies and procedures, and reporting in line with Haven Home Safe's policies, and legal, statutory and funding body requirements.

The HR Business Partner position is responsible delivering Business Partner services across the business in a range of areas, including:

- **providing specialist HR advice to the Heads of and Executive groups, based on current legislative and regulatory requirements and sector best practice**
- **empowering People Leaders to manage their people for maximum performance, including supporting performance management and offboarding practice**
- **leading people-related policy and process reviews,**
- **championing the value of change management activities and their positive outcomes**
- **overseeing quality of a range of HR documents across all stages of the employment life cycle,**
- **overseeing recruitment and onboarding, and**
- **overseeing data governance relating to the HR function.**

The HR Business Partner will also lead, develop and implement HR initiatives and projects and help drive a culture of excellence that is aligned to the organisation's values.

The position works collaboratively with the Learning & Development Business Partner and supervises the work of the HR Admin / Sys Admin role.

SUCCESS OUTCOMES

Stakeholder Satisfaction – Has provided high quality, authoritative and timely advice to internal and external enquiries to the satisfaction of the enquirer. Has developed positive, collaborative relationships with stakeholders across the business, empowering people leaders at all levels. Has designed and implemented a range of pulse surveys and analysed responses to inform improvements to organisational culture. Has worked with the Impact Team to develop and deliver effective HR communications.

Business Partnering – Has provided high quality business partner supports to staff at all levels of the business. Has provided employee relations advice in accordance with the relevant modern award, policies, procedures and relevant state and federal legislation. Has developed, implemented and maintained effective internal processes across a broad range of HR functions. Has developed and implemented a performance management system that is clear, fair and meets objectives, driving development and job satisfaction. Has designed and implemented the end-to-end recruitment process, job design and evaluation, aligned with HHS' values.

HR Best Practice – Has effectively reviewed, updated and deployed business processes, systems and tools support meeting the business' HR requirements. Has provided guidance to people leaders on HR issues including employee complaints/ grievances, performance, and disciplinary matters in line with legislation and HHS policy and procedure. Has facilitated exit interviews for departing employees and analysed responses to improve HHS's staff retention. Has led the review, updating and development of HR policies and procedures in line with Federal and State legislation and contemporary HR practice.

Continuous Improvement – Has provided an environment of continuous improvement in all HR functions for which the position is responsible. Has identified opportunities across HHS to maximise the impact and effectiveness of the HR functional operation. Has enhanced and improved data governance and reporting for the HR function. Has supported the operation of HR related systems. Has championed the value of change management activities and their positive outcome for the organisation, community, and external partners. Has provided leadership, coaching, specialist change management advice, and support across the business.

KEY SELECTION CRITERIA

Mandatory Qualifications and Experience

Tertiary Qualification – in HR Management or similar.

HR Knowledge – Demonstrated current understanding of employment law and other relevant legislation; experience of interpreting and implementing Awards and Enterprise Agreements, and contemporary HR practise.

Business Partnering Skills – Proven ability to partner successfully with people leaders, delivering across all areas of HR services.

Knowledge and Skills

Good Governance – Understands good governance in HR and business records and ensures all staff records are complete, accurate, up to date, and accessible (within appropriate delegations); Demonstrates expected confidentiality in the HR environment.

Systems Thinking – Highly developed analytical and ‘systems thinking’ approach.

Stakeholder Management – Proven ability to develop and maintain constructive and collaborative working relationships; Takes steps to add value for the client or stakeholder; Links people with other areas as appropriate; Monitors client and stakeholder satisfaction; Constructively deals with stakeholder issues; Engages with stakeholders demonstrating professionalism and respect.

Interpersonal Skills – Sees things from another’s point of view and confirms understanding; Understands motivations, needs, and wants of stakeholders and their impact on service delivery; Tailors communications according to audience and/or audience preference.

Communicate with Impact – Makes a positive impression on others and comes across with authenticity and credibility; Communicates in a manner that is clear, fluent and holds the listener’s / reader’s attention; Able to deal with difficult and sensitive topics and questions; Demonstrates genuine warmth in engagement with others.

Personal Attributes

Flexibility and Adaptability - Accepts changed priorities without undue discomfort. Responds quickly to changes. Willing to work co-operatively within a small team to ensure outcomes are achieved; Comfortable working in collaboration with teams outside of own group.

Resilience - Gives frank and honest feedback/advice. Listens when ideas are challenged, seeks to understand the nature of criticism and respond constructively; Displays confidence and conviction when communicating an opinion.

Working Collaboratively – Builds a supportive and cooperative team environment; Engages other teams to share information to understand or respond to issues; Supports others in challenging situations.

ROLE SPECIFIC REQUIREMENTS

Driver’s license is mandatory for all HHS staff.

CULTURAL VALUES

Inclusion and belonging.

We believe in a people-centred culture where everyone can bring their true selves, experiences, identities and ideas to do their best work.



Collective impact.

We believe we can have a greater impact when we choose to collaborate with each other, our stakeholders, partners and communities to create meaningful change.



Empowering leadership.

We believe we are all leaders - self-aware, brave, humble, resilient and accountable. We understand our personal impact, empower others and lead by example. We are willing to reflect, learn and improve.



Changing lives.

We believe when we look for opportunities, embrace challenges, strive for continuous improvement and make a positive impact, we can change people’s lives through our work.



Working with HHS presents a wide variety of opportunities, with a range of personal and professional development programs designed to develop our people and their careers. Working closely with the community sector enables you to make a difference to vulnerable Victorians in your local community and across Victoria. Some of the benefits that we offer you include:

Safety, Health and Wellbeing

HHS is committed to providing safe, healthy and workplace for all its people, including contractors and visitors. HHS reinforces its safety focus through embedding expectations of its leaders and people to support health and safety outcomes for all and compliance with all relevant health and safety laws (including the Occupational Health and Safety (OH&S) Act 2004 and its associated regulatory codes).

Flexibility to balance work and life commitments

Working together we can shape our future workplace and workforce to enable us to thrive in the hybrid working environment. Consistent with policy and in consultation with their leaders, employees may be able to balance individual preferences with the needs and obligations of colleagues and the organisation. The nature and scope of the flexible options will depend on the requirements of the position.

Learning and Development

We want you to grow, develop and learn with us. HHS provides you with access to a range of internal and external learning and development opportunities to support your performance in your role and further your career aspirations. HHS also supports relevant study via negotiated financial assistance and leave provisions for approved courses.

Inclusion & Diversity

HHS aims to create a workforce that reflects the community, clients, and stakeholders we serve, and advance an inclusive workplace culture that values and optimises the contributions and talents of its diverse workforce. HHS delivers several inclusion and diversity initiatives, specific working groups, inclusion and diversity training, and tailored programs and support for employees. HHS has an approved Reflect Reconciliation Action Plan (RAP) in place and is in the process of developing our Innovate RAP in 2024.

Adaptability and Mobility

HHS has a focus on employees gaining relevant and diverse skills and experiences within the organisation. Factors such as changing governmental priorities or program funding, the pace and scale of technological advancement, changing community service delivery expectations, and the need to respond to evolving complex problems or crises may present opportunities for employees to be seconded to other positions within HHS or be deployed to different locations and roles to meet changing demands on services.

EMPLOYMENT CONDITIONS

Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa necessary for the nature of the position.

All new appointees to HHS will be subject to reference checks, as well as mandatory Safety Screening such as National Police Check and Working with Children Check.

Where a role is either at a non-executive director or an executive level or is directly engaged with provision of services aligned to the NDIS, a NDIS Worker Screening Check is required, and for workers a DWES check may also be required.

A Qualification check will be undertaken where there is a requirement for a mandatory qualification.

Successful external applicants appointed to a role at HHS will be subject to a probation period of six months. (Internal transfers are not subject to a probation period.)

The collection and handling of applications and personal information will be consistent with the requirements of the *Privacy Act 1988* (Cwt) and the *Privacy and Data Protection Act 2014* (Vic), and internal HHS policy.

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