

## Position Description

Position	People and Culture Manager
Employer	Blue Sky Community Services
Reports to	The Chief Executive Officer
Responsible to	The Chief Executive Officer
Organisational Team	People and Culture
Positional Context	<p>Blue Sky Community services is a not-for-profit, values-based social purpose organisation, delivering a range of capacity-building services for people and communities within our geographic footprint. We have an enviable and kind workplace culture where every staff member, and the work they do, matters. Our vision of supporting people to thrive and creating communities where everyone belongs, is applied to our workforce and workplace, as well as to the people we provide service to.</p> <p>Blue Sky delivers a range of community services including but not limited to services that work with families and young people, community development and sector development projects, the Aged Care Single Assessment service, the NDIS Local Area Coordination service, other services that support people with disability, and services that support children and families via our Hands and Hearts early learning centres.</p>
Position Overview	This position plays a pivotal role in supporting the end-to-end employment journey of our staff; in supporting our staff to thrive and, in ensuring our workplace community and culture is reflective of our workplace values.
Qualifications and Experience	Relevant qualifications, skills and/or experience that are transferable to performing the role to a high standard.
Key Organisational Experience	<ul style="list-style-type: none"> <li>- Organisational Alignment</li> <li>- Professionalism</li> <li>- Effective Working Skills</li> <li>- Safety and Risk Management</li> <li>- Effective Communication</li> <li>- Relationship Management</li> <li>- Continual Improvement and Development</li> <li>- Knowledge and Practice</li> </ul>
Positional Competencies	<ul style="list-style-type: none"> <li>- KPI Achievement</li> <li>- Knowledge</li> <li>- Practice</li> <li>- Administrative work</li> <li>- Individual Capacity Building</li> <li>- Community Capacity Building</li> </ul>

*Blue Sky Community Services places high value on creating a workplace where everyone belongs and is valued. We are committed to social inclusion and acknowledge and value diversity. We believe that the makeup of our workplace should reflect the diversity of the communities we work within. We therefore strongly encourage people from diverse backgrounds and cultures, and people who have lived experience of disability, to work with us.*

## Organisational Competencies

### Organisational Alignment

Values and Culture Alignment	Demonstrates behaviour, attitudes and practice that are in strong alignment with the organisation's vision, values and code of conduct.
Compliance	Complies with organisational policies, procedures, delegations of authority and systems.

### Professionalism

Professional Standards and accountability	Demonstrates professional behaviour, standards and accountability.
Professional Obligations	Demonstrates a sound understanding of, and complies with, professional obligations and duty of care, including complying with privacy obligations.

### Effective Working Skills

Record Keeping and Reporting	Complies with positional record keeping, documentation and reporting obligations to required timeframes.
Time and Resource Management	Demonstrates very good organisational, prioritisation, time and resource management skills.
Technology	Demonstrates confidence and competence in using the technology required in the role.

### Safety and Risk Management

Work Health and Safety Compliance	Consistently complies with work, health and safety and risk management obligations, instructions, policies and procedures and systems.
Workplace Safety	Demonstrates a zero tolerance of bullying, harassment and discrimination.
Child Safety	Adheres to Child Safe Standards, practices and national Child Safety principles.

## Effective Communication

Communication	Demonstrates very effective communication skills.
Emotional Management	Demonstrates very good emotional intelligence and emotional regulation.

## Relationship Management

Internal Relationship Management	Demonstrates very good relational, interpersonal and team work skills.
External Relationship Management	Builds and maintains strong, positive and beneficial stakeholder relationships.
Participant Relationship Management	Establishes and maintains effective and professional working relationships and boundaries with participants.
Customer Service	Demonstrates excellent customer service.

## Continual Improvement and Development

Continual Learning and Development	Demonstrates continuous learning and development.
Continuous Quality Improvement	Demonstrates continuous quality improvement.
Feedback and Complaints	Demonstrates effective complaints and feedback handling.
Service Evaluation	Actively contributes to organisational and service evaluation and feedback processes.
Change Adaption	Keeps abreast of changes, and proactively and positively adapts to change.

## Knowledge and Practice

Evidence-based Knowledge and Practice	Demonstrates sound working knowledge of underpinning knowledge and practice of service being delivered.
Inclusive Knowledge and Practice	Demonstrates a strong commitment to human rights. Fosters inclusion. Demonstrates cultural competence.
Outcome and Output Achievement	Achieves or exceeds positional outcomes and outputs and key performance indicators to required timeframes.

## Positional Competencies

Practice	<ul style="list-style-type: none"> <li>- Performs recruitment and candidate attraction activities including but not limited to:             <ul style="list-style-type: none"> <li>- drafting and posting job advertisements</li> <li>- drafting position and recruitment information packages</li> <li>- liaising with Job Networks and other candidate generation organisations</li> <li>- answering job enquiries</li> <li>- collating applications and performing first assessment of applications</li> <li>- coordinating the recruitment panel and the panels assessment of applications</li> <li>- drafting interview questions and assessment criteria</li> <li>- coordinating and conducting interviews</li> <li>- completing referee checks and psychometric testing</li> <li>- maintaining recruitment records</li> <li>- communicating recruitment outcomes</li> </ul> </li> <li>- Performs employee, student and volunteer on-boarding activities including but not limited to:             <ul style="list-style-type: none"> <li>- negotiating commencement dates</li> <li>- drafting and issuing approved employment contracts</li> <li>- notifying relevant staff of new employees</li> <li>- completing required clearance checks</li> <li>- gathering required on-boarding information and documentation</li> <li>- delivering organisational orientation activities</li> <li>- coordinating positional orientation activities.</li> </ul> </li> <li>- Undertakes performance management and optimising activities including but not limited to:             <ul style="list-style-type: none"> <li>- coordinating the completion of staff Performance reviews within probationary periods</li> <li>- coordinating the completion of staff Performance Reviews and 360 feedback surveys to timeframes</li> <li>- ensuring the quality and industrial compliance of Performance Review content</li> <li>- coordinating the development and completion of Learning and Development Plans</li> <li>- assisting in performance management and disciplinary processes</li> <li>- resourcing Line Managers to ensure the effective, efficient and lawful management of the organisation's staff</li> <li>- ensuring Line Managers record staff professional development instances, and keep up to date and well written staff feedback logs</li> <li>- assisting in the organising and delivering Staff Development Days</li> </ul> </li> <li>- Performs culture maintenance and enhancement activities including but not limited to:             <ul style="list-style-type: none"> <li>- implementing strategies and activities that maintain and enhance the organisation's positive and inclusive workplace culture</li> <li>- supporting staff to achieve their effective contribution to the organisation's outputs and</li> </ul> </li> </ul>
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	<p>outcomes, including negotiation of Support Plans as appropriate</p> <ul style="list-style-type: none"> <li>- assisting in responding to, reporting and managing staff grievances</li> <li>- resourcing and developing staff to ensure the application of a zero tolerance of bullying or harassment in the workplace</li> <li>- designing, completing, analysing, and reporting on staff satisfaction surveys to inform continuous quality improvement.</li> </ul> <ul style="list-style-type: none"> <li>- Ensures the accurate maintenance of record keeping and other administrative work including but not limited to: <ul style="list-style-type: none"> <li>- maintaining up-to-date and accurate human resource records and files</li> <li>- proficiently using and keeping current, the organisation's Human Resource Management System software</li> <li>- ensuring staff pay point progressions and other pay increases are implemented to timeframes</li> <li>- ensuring timely probity renewals, including Police Checks, Working With Children Checks and NDIS Worker Checks</li> <li>- ensuring timely maintenance of mandatory compliance documentation, including vaccination status</li> <li>- ensuring the protection of confidential and private information and records</li> <li>- ensuring the oversight of contract end dates, and the issuing of new contracts where approved</li> <li>- drafting and implementing forms and documents</li> <li>- maintaining the organisational training plan/calendar</li> <li>- managing delegated monies to budget and within required timeframes.</li> </ul> </li> <li>- Performs end of employment activities including but not limited to: <ul style="list-style-type: none"> <li>- completing off-boarding processes</li> <li>- conducting Exit Interviews.</li> </ul> </li> <li>- Assists with workforce planning and design activities including but not limited to: <ul style="list-style-type: none"> <li>- assisting with designing positions and teams</li> <li>- identifying correct Award classifications and ensuring Award compliance</li> <li>- developing and reviewing Position Descriptions, Competency Guides and key performance indicators</li> <li>- collating, analysing and reporting workforce data to inform planning and continuous improvement activities</li> <li>- drafting and implementing workforce plans and strategies</li> <li>- drafting and implementing workforce diversity and inclusion strategies</li> <li>- drafting and implementing workforce attraction and retention strategies</li> <li>- collating and analysing exit interview data to inform continuous improvement.</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>- Performs other relevant duties within the scope of the role including but not limited to: <ul style="list-style-type: none"> <li>- undertaking research into people and culture subject related matters, including employment law and best practice guidance</li> <li>- completing employee/trainee wage subsidy claims</li> <li>- undertaking investigatory/fact finding work, as directed by the Chief Executive Officer</li> <li>- assisting with Audit and Compliance relates tasks, providing documentation and attending meetings as directed</li> <li>- managing applications for Parental Leave</li> <li>- representing people and culture as required at planning and consultation events and working group, including the Reconciliation Action Plan Working Group</li> <li>- assisting with the development of people and culture policies and procedures to ensure they are legislatively compliant.</li> </ul> </li> </ul>
Leadership	<ul style="list-style-type: none"> <li>- Acts as a people and culture subject matter advisor within the team, to the Executive Team and organisational line managers.</li> <li>- Actively participates in coaching and influencing managers from a people and culture perspective, supporting and developing their people management/leadership skills and constructively challenging inappropriate behaviours/actions.</li> <li>- Demonstrates workplace behaviours that are exemplary as a role model for staff.</li> <li>- Demonstrates effective, and values aligned leadership.</li> <li>- Facilitates effective teamwork.</li> <li>- Ensures a culture of safety is in place. Ensures compliance with Work, Health and Safety obligations. Ensures effective Risk Management occurs.</li> <li>- Ensures employment processes are culturally accessible, appropriate and safe for diverse people.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>- Completes all reporting requirements requested by Blue Sky Community Services, including but not limited to reporting on People and Culture activities, Reconciliation Action Plan, Disability Confident Recruitment and Workplace Gender Equality Agency reporting.</li> <li>- Completes tasks associated with audits, reviews, the provision of statistics and reporting when requested and within required timeframes.</li> </ul>
Output and Outcome Achievement	<ul style="list-style-type: none"> <li>- Works effectively, efficiently and productively to achieve key performance indicators (as promulgated from time to time) to required timeframes.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>- Possesses a passion for delivering effective, efficient and kind human resource management practices and strategies.</li> </ul>

	<ul style="list-style-type: none"><li>- Possesses a sound working knowledge of industrial and employment obligations, Awards, legislation and best practice.</li><li>- Possesses excellent time and priority management knowledge and skills, with strong attention to detail.</li><li>- Possesses a passion for ensuring the organisation's workplace culture is strongly aligned with the organisation's values.</li></ul>
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