Position description

Capability and Culture Consultant

Section A: position details

Position title: Capability and Culture Consultant
Employment Status: Full Time
Classification and Salary: CSS Level 5 from $88,284 - $90,660 pa dependent on skills and experience
Location: Neami Head Office, located in Preston
Hours: Between Monday and Friday 9.00am – 5.30pm
Contract details: Permanent, Ongoing

Organisational context
The Neami Group provides community-based recovery and rehabilitation services that support people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals.

Our vision is full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

The Neami Group is made up of the organisations Neami National and Mental Health and Wellbeing Australia (Me Well).

Neami National is one of Australia’s largest and most innovative mental health providers and in 2017, Neami National celebrates 30 years’ of supporting people living with mental illness.

Established in 2016, Me Well is a wholly owned subsidiary of Neami National and a provider of specialist mental health services under the National Disability Insurance Scheme (NDIS).

The Neami Group is committed to demonstrating the highest standards of safety and quality across all of our services. Quality, safety and clinical governance activities are key components of the role and responsibilities of all staff and an essential process in the provision of safe and high-quality support services.

We acknowledge and value diversity and inclusion – we know that it makes our teams, services and organisation stronger and more effective.

We are a smoke free organisation.
Position overview

Reporting to the Manager – Capability and Culture, you will join the existing Capability and Culture Consultants to apply a business partnering approach in supporting national operations. You will build collaborative partnerships with managers, respond to complex staffing issues, provide tailored IR/ER advice and build local leadership capacity to achieve engaged, high functioning teams.

Drawing on your expertise in leadership and contemporary HR thinking, you will have input into strategic workforce and organisational development initiatives and projects as well as HR policy development and implementation.

The Capability and Culture team operates alongside a People Services team delivering a range of operational services including advertising and recruitment, on-boarding, contracting, background checking, database maintenance, and process improvement initiatives. Both teams make up the People, Capability and Culture team, led by a Senior Manager.

Neami has a strong focus on staff development and engagement – a range of projects and initiatives are undertaken to support this. We seek to embed a culture of empowerment and autonomy to foster innovation and achieve our shared vision. This approach has served us well through sustained periods of growth in recent years.

Our team takes pride in supporting and empowering the leadership team to achieve healthy workplaces and motivated and productive teams across Neami. Our goal is to support Neami Managers and staff to do what they do best – achieve better outcomes for people living with mental illness in the community.

About you

You come to the role with Human Resource experience in Not-for-profits and or corporate organisations and have a rich understanding of the front-line services and the staffing and management challenges and opportunities this presents.

You will have a good working knowledge of HR functions including attraction, recruitment and retention, performance management and development, industrial relations, equal opportunity, health and safety and workers compensation. You will understand the current HR legislative and regulatory framework and have the capacity to provide tailored advice and solutions appropriate to the internal and external context.

You will enjoy working in a team environment, have capacity to work autonomously and share our commitment to continue reviewing and improving what we do. Strong analytical and problem solving skills and a positive outlook, coupled with the capacity to manage projects will see you succeed in this role. You will cope in a dynamic environment without rigid structure and will see the opportunities presented in times of change.

Period of employment

Permanent, Ongoing; subject to a 6-month probationary period.

Accountability

The Capability and Culture Consultant is accountable to the Manager – Capability and Culture Team.
Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – CSS Level 5 from $88,284 - $90,660 per annum depending on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

- Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~$142.00).
- You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.

Section B: application procedure

To discuss the position, please contact:

Name: Shilo Rees
Title: Manager – Capability and Culture Team
Contact Phone Number: (03) 8691 5485

Applications should include a CV and a cover letter explaining your interest in the position and working at Neami National. You do NOT need to provide a written response to the selection criteria.

To apply, please:

- Include three current referees.
- Ensure files are in Word (.doc) or Adobe Reader (.pdf) format and upload your resume and cover letter where indicated: https://neami-national.workable.com/

Don’t delay, apply today! Applications may close earlier if suitable candidates are identified.

Closing date for applications: Sunday 11 August 2019

Please visit www.neaminational.org.au for more information on our organisation, services and other employment opportunities around Australia.

Section C: Key Responsibilities

HR Advice & Business partnering

Work closely with colleagues and the Manager - Capability and Culture Team to provide timely advice to managers on HR matters. Apply continuous improvement principles and a developmental approach to the provision of guidance to managers in the following areas:

- Recruitment, selection and retention (in collaboration with the People Services Team)
- Performance review and development
- Performance management and disciplinary processes
- Workers Compensation
- Industrial Relations
- Staff departure
- Employment and contractual matters including Flexible Work Arrangements
- Grievance, investigation and dispute resolution processes

Provide responsive and tailored services and solutions to managers and staff. Develop strong relationships and knowledge of local context and environment to inform:

- Customised training workshops for leadership teams on people management issues such as staff and team management practices, optimising recruitment, managing probation periods with new staff and managing performance
- Staff complaints management including investigation and remedial action planning
- Management of industrial issues including complex disciplinary processes, unfair dismissal claims, and workers compensation disputes
- Assistance with processing staff departures, probation reviews, performance appraisals and other HR tasks

Coaching & Collaborative approach

- Effectively employ a coaching and collaborative approach to empower managers and Team Leaders in dealing with staffing issues
- Provide accurate, consistent and well considered advice to managers and staff
- Demonstrate an ability to review multiple awards and conditions, reference applicable acts and source relevant resources to support advice and actions

Reporting

Assist the Senior Manager – People, Capability and Culture, and Manager – Capability and Culture with:

- The preparation of regular HR reports to the National Leadership Team and Board of Directors on workforce profile and diversity metrics, staff exit interview trends, staff engagement and other data as required
- The presentation of HR reports to the National Leadership Team and other committees to inform strategic workforce development decision making

Projects and Initiatives

- Participate or take a lead role as directed, in planning, co-coordinating, and evaluating a range of projects as these arise.
- Maintain accurate records and undertake other administration and duties as needed
Section D: Key Competencies

Creating diverse staff teams
The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Adhering to principles and values
- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

Deciding and initiating action
- Makes prompt, clear decisions which may involve tough choices of considered risks
- Takes responsibility for actions and projects
- Takes initiative, acts with confidence, and works under own direction

Communicating and building relationships
- Adapts to the team and builds team spirit
- Listens, consults others and communicates clearly and proactively in an open and honest manner
- Applies a strengths based coaching and mentoring approach when advising stakeholders
- Adapts communication style to meet the needs of others
- Openly communicates and demonstrates self-insight through an awareness of own strengths and areas for development, and seeks and accepts feedback
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Gains agreement and commitment from others by engaging and gaining respect
- Writes in an articulate, uncluttered and professional manner

Planning, implementing, analysing and problem solving
- Manages time effectively and prioritises appropriately
- Sets clearly defined objectives and is accountable and proactive about reviewing progress and outcomes
Exercises common sense, considers all available information and takes account of broader circumstances in decision making

Produces workable solutions to a range of problems by listening, summarising information, and further developing and progressing ideas received from others

Supports the implementation of organisational goals, while seeking opportunity for organisational improvement

Purposefully analyses numerical data, verbal data and all other sources of information

**Adapting and responding to change and coping with challenges**

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Maintains hope and role models a positive outlook during challenging times at work
- Demonstrates self-awareness and the ability to self-regulate during difficult situations
- Reflects and accepts feedback and learns from it

**In addition you will need:**

- Strong computer literacy
- Current Australian drivers licence
- 5 years+ experience in a HR advisor/business partnering role
- Relevant qualification in HR/IR or significant workplace experience