



Senior Manager Human Resources

Application package

Thank you for your interest in applying for the Senior Manager Human Resources position with The Family Centre.

The position description is included below and additional information about our organisation may be found on our website at www.thefamilycentre.org.au

Should you wish to proceed with your application, please ensure that you:

- Address each of the selection criteria contained in the position description;
- Include a detailed resume with education & employment history; and
- Provide two referees with current contact details

Please note: applications not addressing the selection criteria will not be considered.

Please email applications to recruitment@thefamilycentre.org.au

Applications close 4.30pm Thursday 2 June 2022

For further information regarding the position please contact:

David Boutkan, Executive Director

(07) 5524 8711 or recruitment@thefamilycentre.org.au

David Boutkan
Executive Director
The Family Centre

Senior Manager

Position Title	Senior Manager Human Resources
Organisational Unit	Executive Group
Award	SCHCADS
Award classification	Level 7
Capability framework	Level 4
Reports to	Executive Director
Appointment status	Permanent
Probationary period	6 months
Hours	Up to 35hrs pw
Base location	Tweed and Ballina offices

The Family Centre provides programs that encourage and inspire people to make the changes they want for themselves, their family and their community in the following areas: child and family, young people & family relationships.

Our activities include:

- Information, referral and goal planning
- skill development and education
- community engagement and development activities

Our values, practice principles and cultural elements inform how we work. In genuine partnership with community members and groups, non-government organisations, government agencies and businesses, we make a real difference and our actions lead to progressive, measurable and sustainable social change.

Our activities are designed to:

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|-----------------------------|--------------------------|---------------------------------|
| • improve relationships | <input type="checkbox"/> | increase personal effectiveness |
| • increase safety | <input type="checkbox"/> | increase connections |
| • increase parenting skills | <input type="checkbox"/> | increase community capability |
| • increase wellbeing | | |

Mandatory Requirements

Current National Police Check	Current Working with Children Check	Current Valid Drivers' License
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Key Relationships

Key internal relationships	Key external relationships
Directors Senior Finance Manager Senior Manager Community Programs Manager Child, Youth & Family Services Manager Connecting Home Volunteer Coordinator Communications and Design Coordinator	Universities and TAFE Training organisations Community organisations Standards accreditation organisations Government departments and agencies

Key Responsibilities and Duties

Key Responsibilities	Focus Areas
Enhance TFC human resources by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices.	<ul style="list-style-type: none"> • Provide timely day-to-day HR advice and support to ED, managers and employees in workforce planning, job design, recruitment and on-boarding, employee relations, performance management, remuneration, conflict resolution and off-boarding • Maintain work structure by developing and updating job requirements and job descriptions for all positions • Support executive, management and employees in the interpretation and adherence to the SCHADS award and/or appropriate industrial instruments • Drive the recruitment and selection process including: position description development; appropriate paperwork and approvals; development of advertisements, assisting with candidate interviews as required and completing the credentialing process • Ensure the employee on-boarding experience of new employees/contractors to TFC is adhered to and employees are inducted and oriented appropriately • Manage the exit processes for TFC employees (including liaising with payroll and IT, exit interviews and required notice periods) • Provide advice, coaching, feedback and support to the executive and management to effectively manage the performance and development needs of the TFC workforce. This may include providing advice or attendance in performance management meetings with employees and/or paired with appropriate performance and development plans • Manage workplace health and safety • Contribute to the training and development of the TFC workforce • Contribute to the development and review of HR policies and procedures • Ensure the quality and compliance of HR documentation with appropriate storage • Provide monthly workforce reporting to ED, TFC Executive, Management as

	required
Administration	<ul style="list-style-type: none"> Attend EG meetings and provide scheduled relevant reports Manage all projects within allocated budgets Contribute to TFC budget development and other planning activities Oversee data integrity of various relevant TFC databases, including CORIS, DEX, IONMY, CIMS etc Maintain and submit administrative (eg time sheets and travel reimbursement claims) documentation in an accurate and timely manner Participate in organisational projects as negotiated with the ED, Directors and Managers Active role in delivery of Operational Plan Lead, manage, monitor and develop TFC compliance to identified standards, including compliance with funding requirements Other tasks at the direction of the Executive Director
Professional development	<ul style="list-style-type: none"> Model and foster professional work practices, in relation to the health, safety and wellbeing of colleagues and participants Attend regular supervision and annual review sessions Adhere to all TFC standards, policies and procedures Attend training and development relevant to the position as negotiated with the ED Participate in approved professional development and staff meetings

Selection Criteria

Essential Selection Criteria	
1.	Relevant tertiary qualifications in Human Resources, Business or a related discipline, and 3 years' experience in a similar senior position
2.	Experience in project management, demonstrated skills and understanding of data analysis and evaluation processes
3.	Demonstrated ability to drive innovation, initiative and improvement of organisational HR related processes & procedures
4.	Demonstrated ability in developing, delivering and evaluating workforce development programs
5.	Highly developed leadership and interpersonal skills. Ability to collaborate with a broad range of stakeholder groups
6.	High attention to detail and excellent organisational skills
7.	High level computer and database skills. Superior Microsoft Office-skills
8.	High level written ability, including report & policy and procedure writing, memorandums of understanding, and training programs
9.	Proven ability to work independently and as part of a team
Desirable Selection Criteria	
1.	Experience working in a Human Services organisation

Capabilities

Minimum Standard National Training Framework	
1.	Relevant tertiary qualifications in Human Resources, Business or a related discipline
Capabilities & Skills – level 4	
1.	<p>Community and inter-agency relations</p> <p>Community engagement, sectoral awareness and working collaboratively with other community sector organisations in formal and informal partnerships</p>
	Networks and stakeholders, community, partnerships and collaboration, knowledge of community & social justice
2.	<p>Professionalism</p> <p>The skills associated with professional conduct, such as self-management, ethical behaviour, taking responsibility, problem-solving and initiative</p> <p>Time management, ethics, taking responsibility, problem solving, initiative and enterprise</p>
3.	<p>Communication</p> <p>All forms of communication, such as advocacy, negotiation, written and verbal communication, and interpersonal style</p> <p>Advocacy, written communication, verbal communication. Public speaking, presentation and interpersonal skills</p>
4.	<p>Leadership and teamwork</p> <p>Leadership and issues associated with working together, such as dealing with difference, conflict, shared goals and team morale</p> <p>United vision, strategic focus, team dynamics, conflict management & diversity/different styles</p>
5.	<p>Resources, assets and sustainability</p> <p>The effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability</p> <p>Revenue raising, financial management, procurement, equipment and assets & sustainability</p>
6.	<p>Service delivery</p> <p>Working with participants and members: it includes service delivery models, working with different types of participants/members, maintaining awareness of participant issues and ensuring participant dignity and confidentiality</p> <p>Reflective practice, knowledge of participant issues, participant outcomes, diversity, participant confidentiality and dignity</p>
7.	<p>Program management and policy development</p> <p>The management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices</p> <p>Policy development and implementation, program development, achieving results, contract management, complaints handling & continuous improvement</p>

8.	<p>Change and responsiveness</p> <p>Change management, and responding to new and emerging trends through skill acquisition, the use of new technology and creative and innovative work practices</p> <p>Change management, multi-skilling, creativity & innovation, technology and learning & development</p>
9.	<p>Governance and compliance</p> <p>Systems and processes to implement the strategic plan and the management of quality, risk, WHS and other legislative compliance</p> <p>Strategy, quality, risk management, WHS & legislation and compliance</p>
Attributes	
1.	<p>Determined</p> <p>Researches options and sets a clear path</p>
	<p>Deals with obstacles and impediments</p> <p>Has clear goals</p>
2.	<p>Self-disciplined</p> <p>Manages own time to achieve key outcomes</p> <p>Avoids distraction and diversions</p>
3.	<p>Analytical</p> <p>Reviews arguments and opinions before making judgement</p> <p>Presents clear and logical arguments</p> <p>Takes a systematic approach when building toward improvements</p>
4.	<p>Adaptable</p> <p>Adapts to changing circumstances in the workplace</p> <p>Prioritises work and addresses what is most important</p> <p>Takes advantage of new and emerging opportunities</p>
5.	<p>Resilient</p> <p>Recovers from setbacks</p> <p>Overcomes obstacles and impediments</p> <p>Learns from experience and identifies areas for self-development</p>
6.	<p>Inclusive</p> <p>Respects difference in all its forms</p> <p>Adapts language to aid communication</p> <p>Values diversity as a strength</p>
Compliance	
1.	Understands and complies with company policies and procedures
2.	Compliance with Working with Children Check and National Police Check Procedures. Notifying your supervisor of any circumstances that may impact on your ability to work with Vulnerable people, e.g. disclosing any criminal proceedings that occur following the initial check

3.	Commit to operating within ethical boundaries. Read and agree to the Code of Ethics and Conduct at induction, and at regular intervals. Raise any conflict of interest or secondary employment with supervisor
4.	Compliance with health and safety policy and procedure to ensure safety of self and others. Disclose any medical issues, or impacts of trauma that may affect your ability to perform in your role
5.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions
6.	Maintains appropriate boundaries in all interactions with children, young people, families and staff according to The Family Centre policies and procedures
7.	Demonstrates knowledge of relevant legislation, national employment standards, Workplace Health and Safety legislation and SCHADS Award

Inherent Requirements of the Work Activities/Environment

Following is a table that outlines the main physical and psychological work environment characteristics that are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Regularly
	Be exposed to all outdoor weather conditions	Occasional
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Daily
	Work in buildings which may have multiple stories	Regularly
	Work at a computer or be in meetings for extended periods	Daily
People Contact	Liaise with our staff	Daily
	Liaise with government, non-government, businesses, and other community organisations	Regularly
	Liaise with participants/customers	Daily
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing (eg financial reports), participating in meetings and concentrating for long periods of time	Daily

	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, trams and taxis	Occasional
Manual Handling	Lift and carry items up to 15 kgs	Occasional

As the incumbent of this position, I confirm I have read the position description, understand its content and agree to work in accordance with the requirements of the position.

Employee:

Signed: _____

Date: __/__/__

Executive Director:

Signed: _____

Date: __/__/__

David Boutkan