

Information Package



People and Culture Manager (Executive role)

Thank you for considering Veritas House as your next employer. We are a vibrant, independent, community-based not-for-profit organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in Permanency Support, Youth Specialist Homelessness Services (SHS), Case Work Support Services (CWSS), Targeted Family Support (TFS), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Interim Care and the Premier's Youth Initiative. The majority of our funding is provided by the Department of Communities and Justice.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

Benefits of working with Veritas House

Veritas House is based in the Central West of NSW, with offices in Bathurst and Orange. As an organisation, we are committed to our values:



Relationships

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.



Collaboration

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.



Compassion

With an open mind, we accept people without prejudice or judgement. Compassion opens our minds to others, regardless of our differences. Compassion allows us to work in a caring, well-informed way that respects the experiences and needs of the people we work with.



Authenticity

We are true to ourselves and stand up for what we believe, regardless of pressure from others. We don't try to be what we're not, and this transparency means others know where they stand with us. Our actions are genuine and without pretence.

If you work with us, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- Discounted gym and health fund memberships;
- Opportunity to purchase a car via novated leasing;
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- Time and support for professional supervision;
- Additional leave after 6 months employment
- A strong, strengths-based culture that values what you do well and will work with you to grow;
- The opportunity to develop your career in an expanding service;
- The chance to make a contribution within the community you call home

If you believe you meet the selection criteria, find that our values resonate and are passionate about of our mission of providing values based and child-centred care, advocacy and support in Central Western NSW, we'd like to hear from you.

Position Advertisement

Brilliant opportunity to use your skills to build a better world with and for young people.

We are a leading for-purpose not for profit, well respected in the youth homelessness, foster care and the associated sectors in which we work. The People and Culture role is part of a progressive and united executive team that leads an empowered and engaged workforce.

We have built a culture where care and effectiveness are valued over simply working hard – a place where our people can thrive with good support, clear accountability and secure work, which ultimately leads to the best outcomes for the children, young people, carers and families we support.

This opportunity would suit an experienced senior People and Culture professional who understands that culture can contribute to or derail strategy; who can inspire and engage people, develop best practice people strategies, policies and procedures, and build strong partnerships with their colleagues and other stakeholders.

The role is supported by a People and Culture Officer and covers the full depth and breadth of HR activities – recruitment, performance management, employee relations, investigations, reporting, WHS etc, as well as contributing to organisational strategy and development as part of the Executive team.

Our ideal candidate would have:

- Experience at a senior people and culture leadership level
- Solid qualifications in human resources, industrial relations, organisational psychology etc
- Exposure, experience and a passion for progressive, contemporary (post-COVID) people practices
- A compassionate approach that is firm on process and outcomes but gentle with humans
- Experience coaching and supporting leaders and managers
- A deep understanding of employment law and other legislation impacting on employment
- Experience with the SCHCADS Award or HPSS Award would be really useful
- Demonstrated capacity to think strategically and critically, engage in robust discussions with colleagues and propose and implement practical and cost-effective solutions

Applications close at 9.00 am on Tuesday 13th June 2023

To apply, please submit the following to employment@veritashouse.org.au

- A cover letter explaining why you are interested in the role and telling us how your background demonstrates your suitability to work at Veritas House.
- Your resume!

All employment at Veritas House is subject to a clear Working with Children Check & satisfactory Police Check, and appropriate vaccination against COVID-19 (currently 3 doses). You must also have appropriate working rights to be considered for this role.

Aboriginal and Torres Strait Islander people, and people from a CALD background are warmly encouraged to apply.

We hire on merit alone and welcome the true, authentic and diverse person you are. We value a team as diverse as our community! Irrespective of your culture, ethnicity, race, gender identity, age, linguistic background, religion, disability or sexual orientation – we welcome the unique contributions that you can bring to the Veritas House team, and celebrate diversity in everything that makes you, YOU!

How to apply for this role

These guidelines will help you in submitting applications for vacancies with Veritas House.

The following may assist you in preparing your application:

- Carefully read through this Information Package.
- Conduct some initial research on the organisation by browsing the website and reading key resources. If required, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate, your skills and experience against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, the action you took, and a summary of the result. Keep your responses concise and in addition to your resume.
- Be aware of the closing date. If for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending interview, please discuss these with the contact person when the interview is being arranged.

What you need to include in your application

Veritas House uses a streamlined approach to recruitment. **All applications require:**

1. A Cover Letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (listed on the last page of this document). Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria.
3. Resume/Curriculum Vitae (CV) that should include:
 - a. contact details including telephone number and email address
 - b. education/qualifications
 - c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates
 - iii. your position/title
 - iv. your responsibilities and achievements in the position
 - d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

Submitting your application

Applications should be submitted via email (by the closing date and time) to:

employment@veritashouse.org.au

Position Description

Position Title:	People and Culture Manager
Reports to:	Chief Executive Officer
Program:	Central
Location:	Bathurst and Orange
Relevant Awards:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Non-Award position

Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check
- Possession of tertiary qualifications in Human Resources, Management, Psychology or similar related field
- Appropriate vaccination against COVID-19

Veritas House Vision

Our Vision is to contribute to the creation of a socially just and caring community in which every person is safe, secure and valued.

Veritas House Values

Our core operating values influence the culture and public image of Veritas. They articulate ideals that we aspire to hold ourselves accountable for and offers guidance about how we behave in carrying out our mission.



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Primary Objective of the Position

As a member of the Executive, the People and Culture Manager contributes significantly by providing executive leadership for people and culture strategies, including identifying and implementing initiatives to support Veritas House in providing services to vulnerable children and young people.

Reporting to the CEO, this role is responsible for ensuring our people leadership and support systems are engaging, collaborative, and continually evolving to attract, retain and build the human capital of Veritas House.

Level of Decision Making and Authority

You are expected to.

- Act within policy and procedure.
- Proactively seek out and research people and culture initiatives.
- Provide advice and recommendations to the CEO on potential risks and legislative changes.
- Act within the delegations limits for the position.

Decisions that are referred to the CEO:

- All issues that require a sign off / approval from the CEO;
- Issues outside of policy guidelines
- Complaints from children or young people
- Requests for new business from funding bodies
- Complaints from funding bodies

Position-Specific Roles and Responsibilities

Strategy & Leadership

- Lead the development and implementation of strategic and operational plans, policies and projects relating to people and culture;
- Collaboratively explore innovative and contemporary people, culture and leadership strategies to meet workforce demands and contribute to a positive organisational culture;
- Facilitate effective workforce planning to identify the capacity and capability of the organisation to deliver on its objectives
- Attend forums and maintain networks with sector professionals and representative bodies;
- Represent Veritas House in discussions and negotiations with unions, legal representatives or advocates;
- Provide regular reports to the CEO, Board and Executive Team on people metrics and progress on activities and initiatives.

Positive Culture

- Contribute to organisational development strategies focusing on employee engagement, team building, change management and the measurement of outcomes;
- Take opportunities to build shared understanding and ownership of the Veritas House mission, vision, values strategies, plans and desired culture;
- Work collaboratively with all Managers and Staff to build the Veritas House values, their definitions and associated behaviours into all people leadership initiatives and to guide staff in positive behaviours that support the values.

People Support & Engagement

- Build partnerships with Managers and Team Leaders to coach, mentor and positively influence employee relations and business unit outcomes;
- Support management in identifying and progressing emerging leaders;

- Promote organisational values and business objectives through effective communication of codes, policies and procedures;
- Build and maintain effective working relationships with individuals and teams at all locations.
- Research, design and implement employee surveys eg Engagement Survey, Communication survey etc and develop actions to increase engagement outcomes identified from the surveys and agreed by the Executive.

Employee Relations

- Provide considered guidance and support to deliver individual and broad employee relations outcomes with regards to performance, grievances, disciplinary matters and workplace investigations;
- Provide or obtain specialist advice regarding industrial instrument provisions, legislative matters and structural reform processes.

Risk Management & WHS

- Develop and implement reporting systems and processes to capture staff-related information, relevant data, trends, risks and information to facilitate organisational planning and decision-making and meet legislative requirements;
- Monitor the WHS Management System for relevance and currency and report on achievements and changes;
- Research, implement and promote health, safety and wellbeing initiatives;
- Monitor the activities of the Work Health and Safety committee, represent the Executive on the Committee and provide support where appropriate;
- Oversee injury management and workers compensation processes;
- Ensure People and Culture systems, policies and procedures comply with relevant legislation and government funding agreements.

Operational Human Resources Activities

- Recruitment activities, including advertising, writing position descriptions, information package preparation, sorting and recommending candidates for interview, managing the full interview process, candidate communication and reference checking;
- Ensuring probity processes are followed and all probity documentation is current as per legislation;
- Contracting new staff and ensuring organisational process are followed in relation to onboarding;
- Running the Veritas House generic induction process for new staff;
- Compliance processes relating to employment compliance and training eg Staff Code of Ethics and Conduct and procedural compliance for accreditation to various standards;
- Personnel file management (paper and electronic)
- Lead and mentor the P&C Officer and regularly review work activities related to the above operational activities.

Learning and Development

- Develop (in collaboration with other Executive and Team Leaders) and maintain the Training Matrix for all positions at Veritas House;
- Assist in identifying learning and development opportunities for individuals and teams;
- Capturing training activity in the training database.

Other Duties and Responsibilities:

Team Participation & Work Management

- Contribute to the ongoing development of a diverse, inclusive, dynamic, creative and cohesive team;
- Contribute to the development of solid, equitable and honest relationships that support a strong team approach and to maintain a strong work ethic in personal efficiency and effectiveness at all times;
- Use supervision, professional development, team meetings and Veritas House performance accountability processes to enhance outcomes for children and young people.

Cultural Sensitivity and Appropriateness

- Demonstrate cultural awareness and appropriateness in all interactions with colleagues, clients, providers and others interacting with the service.

Accountability

- Accept line supervision from your Team Leader/Manager;
- Maintain work records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House;
- Attend team meetings as requested;
- Have a clear understanding of confidentiality and privacy issues pertinent to service users, staff and the Agency;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

Work within a Legal & Ethical Framework

- All work must be carried out in accordance with Veritas House policies, procedures, aims and objectives, relevant funding agreement guidelines and legislation
- Maintain and ensure strict confidentiality.
- At all times demonstrate commitment to the Staff Code of Ethics and Conduct.
- Comply with all relevant legislation.

Work Health and Safety

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Adhere to Veritas House WHS policies and procedures;
- Report to your Team Leader/Manager and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;

Other Organisational Requirements

- Contribute to the promotion of the organisation by networking with interagency partners and key stakeholders;
- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the organisation's mission;
- Demonstrate a willingness to work reasonable extra hours as required for the benefit of the children, young people and the organisation;
- Ensure the effective maintenance and repair of all property, vehicles and equipment to an appropriate standard;
- Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Veritas House.

Conditions of Employment

All Veritas House workers are bound by the terms and conditions contained in the Veritas House Letter of Offer, the Position Description, the relevant Industrial Award(s), Veritas House Policies, Procedures and the

Veritas House Staff Code of Ethics and Conduct, as amended and as endorsed by the Veritas House Executive from time to time.

Veritas House reserves the right to vary this Position Description at any time in response to the changing needs of the organisation, and the occupant will be required to attend to other duties as directed from time to time by an Executive Officer.

SELECTION CRITERIA

1. Experience at a senior people and culture leadership level
2. Solid qualifications in human resources, industrial relations, organisational psychology etc
3. Exposure, experience and a passion for progressive, contemporary (post-COVID) people practices
4. A compassionate approach that is firm on process and outcomes but gentle with humans
5. Experience coaching and supporting leaders and managers
6. A deep understanding of employment law and other legislation impacting on employment
7. Experience with the SCHCADS Award or HPSS Award would be really useful
8. Demonstrated capacity to think strategically and critically, engage in robust discussions with colleagues and propose and implement practical and cost-effective solutions