

Information Package



People and Culture Officer

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 (formerly Out of Home Care), Youth Specialist Homelessness Services (SHS), Case Management Support Services (CMSS), 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.

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.

Benefits of working with Veritas House

If you work with us, you will enjoy:

- An attractive salary dependent on your qualifications and experience
- Flexible work hours (we will consider full-time and part-time hours)
- NFP salary packaging options up to \$15,900 per year plus meals and entertainment benefits
- Opportunity to purchase a car via novated leasing
- Additional leave once your probationary period is complete

- Discounted gym memberships
 - Discounted health insurance
 - Working for a passionate, locally based community organisation
 - Opportunity to develop your skills
 - Individual and group supervision as well as other continuing professional development opportunities
 - A strong, strengths-based culture that values what you do well and will work with you to grow;
 - The chance to make a contribution within the community you call home
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Position Advertisement

People and Culture Officer

Full-time, permanent role

Veritas House is a vibrant not for profit community-based organisation with a specific focus on supporting children, young people & their families in the Bathurst & Orange areas.

People and Culture is highly valued and respected at Veritas House. Reporting to the People and Culture Manager, this position contributes towards finding, retaining and developing the right people for our service. You will ideally have experience in a generalist HR position but a passion and flair for recruitment in particular.

This role will provide you exposure to a wide range of People and Culture activities and matters, including recruitment, onboarding, induction, performance, learning & development, WHS and end of employment processes. This active contribution across the full employment lifecycle will enable you to build upon your experience in a dynamic and fast-paced environment.

We are looking for someone who understands how the small details all matter while they contribute to the big picture! There is a strong administration focus in this position and your high attention to detail, ability to take initiative and be proactive, plus your can-do attitude will make you stand out.

We will support you with workplace flexibility, autonomy, career mentoring, great relationships and development opportunities. Not to mention Wellbeing Days and generous salary packaging options!

All employment at Veritas House is subject to a clear Working with Children Check & satisfactory National Criminal Screening, and the existing right to work in Australia.

Applications close at 9.00 am on 5th June 2023. We anticipate holding interviews in the following week.

Aboriginal and Torres Strait candidates and people with 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 may assist you in submitting your application:

- Carefully read through this Information Package.
- Conduct some initial research on Veritas by browsing our 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, identify the action you took, and summarise the subsequent 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 have any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending an interview, please let us know before the interview so we can meet your needs.

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 you are selected for interview, we will ask you to bring them then.

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 Officer
Position Status:	Full-time
Responsible to:	People and Culture Manager
Program:	People and Culture
Location:	Bathurst (with occasional travel to Orange in a company vehicle)
Relevant Awards:	Social, Community, Home Care and Disability Services Industry Award

Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check
- Appropriately vaccinated against COVID-19 (currently 3 doses)

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.

- **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.

Primary Objective of the Position

The main reason this position exists is to support and empower our people to do their best work. To do this, the People and Culture Officer is responsible for coordinating all employment lifecycle processes. These include recruitment, pre-employment checks, contracting, onboarding, learning and development and end of employment processes. By supporting current and potential staff, the position contributes to maintaining our great reputation as an employer. There is also scope in this role for the holder to develop deep expertise in one or more areas of People and Culture, and to contribute to specialised projects across the whole People and Culture remit.

Your Level of Decision Making and Authority

You are expected to:

- Act within policy and procedure
- Act under the direction of the People and Culture Manager

Key Role Specific Responsibilities

Finding the right people

- Work with the People and Culture Manager to develop recruitment strategies to attract new staff to Veritas House
- Undertake a range of staff recruitment and selection processes including advertising, managing applications, coordinating candidate information and interviews, preparation of interview documentation etc
- Respond to general candidate requests and ensure timely responses to all candidates
- Support internal stakeholders through all aspects of candidate selection, drafting interview questions, setting up interviews and general candidate support
- Conduct pre-employment screening checks (eg WWCC, Criminal Screening checks, reference checks) and support HR compliance activities
- Coordinate all onboarding and pre-employment activity, liaising with Corporate Services and Payroll so that the organisation and the staff member is “job ready” on day one.
- Manage the recruitment pipeline for casual staff so we have the right people where we need them, when we need them.

Keeping the right people

- Track the return and distribution of all new employee documentation.
- Draft variations to employment contracts.
- Act as a conduit between People and Culture and payroll, resolving and escalating queries and ensuring correct paperwork is provided whenever there is an employment change.
- Use the HRIS and manual systems to ensure that significant employment milestones and correspondence are actioned (eg probationary periods, anniversaries, end-of-contract processes, salary increments etc).
- Participate in the rollout, training of staff and collation of information associated with the Performance Planning and Review process.
- Ensure all recurring probity renewals occur according to policy and legislation.
- Coordinate the exit process for terminating staff (including exit interviews)

Keeping Records

- Manage all aspects of the HRIS, including data entry, document uploads, and general information maintenance.
- Set and follow-up on reminders and tasks within the HRIS.
- Ensure HRIS, website, staff directories and distribution lists are accurate.
- Create employee hard-copy files and keep People and Culture filing up to date.

Developing our People

- Contribute to developing and delivering a standard organisation-wide induction process for all new staff.
- Administer, record and update of all staff qualifications, training and professional development in training records and registers etc.
- Assist in sourcing appropriate training for staff in line with budgets and development plans
- Maintain the on-line compliance training system.
- Organise and manage learning and development activities (including information sessions and on-line compliance training).

Our Culture and Values

- Act as an advocate for the Veritas House values and continually look for ways to embed these in our practices.
- Assist with the coordination and analysis of the employee engagement survey.

Policies and Projects

- Assist in developing and reviewing people and culture work instructions, procedures and forms (templates).
- Support the People and Culture Manager in researching and developing new policy initiatives and the creation and roll-out of people and culture programs and projects.

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 the People and Culture Manager any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports.

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 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.

Selection Criteria

Please provide a statement addressing each of the following Selection Criteria. Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria.

Essential:

1. Minimum Certificate IV in Human Resources (with preference for a Diploma or degree with a major in HR).
2. Demonstrated experience in an operational HR generalist role.
3. Strong experience in recruitment, and an interest in WHS or Learning and Development.
4. Demonstrated high level organisation skills and proficiency in administration functions including attention to detail and accuracy in documentation and data entry.
5. Ability to ensure privacy, confidentiality and sensitivity in dealing with sensitive information, staff and management.
6. Approachable with strong interpersonal boundaries and listening skills together with the ability to empower others.
7. Results focussed, self-motivated and a self-starter who is prepared to go above and beyond.