



# 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), Non Placement Support (NPSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living and Premier's Youth Initiative. The majority of our funding is provided by Family and Community Services.

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.

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### Position Advertisement

#### People and Culture Officer

**Permanent Part-time, 4 days per week (flexible about days)**

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

Reporting to the People and Culture Manager, this position contributes towards finding, retaining and developing the right people for our service. Ideally you will have experience in a generalist HR position and enjoy the admin that goes with that, along with a specific interest in Recruitment, WHS or Learning and Development – we can be flexible in structuring this role to showcase your strengths.

We are looking for someone who understands how they contribute to the big picture, puts people first while being detail-focused, and is looking for a long-term career. This role has the potential to become full-time as we continue to grow.

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

All employment at Veritas House is subject to a clear Working with Children Check & satisfactory National Criminal Screening.

**Applications close at 9.00 am on Monday 21<sup>st</sup> September 2020** (We anticipate holding interviews in the week commencing 28<sup>th</sup> September 2020)

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

## Benefits of working with Veritas House

If you work with us, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- Working in an organisations 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

You will also work in a strengths-based culture that is governed by our core values. Our articulate ideals that we hold ourselves accountable for and offer guidance about how we behave in carrying out our work:

### 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

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

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

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## 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](mailto:employment@veritashouse.org.au)

## Position Description

<b>Position Title:</b>	People and Culture Officer
<b>Position Status:</b>	Part-time / 4 days per week
<b>Responsible to:</b>	People and Culture Manager
<b>Program:</b>	People and Culture
<b>Location:</b>	Bathurst
<b>Relevant Awards:</b>	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

### 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

The following core operating values influence the culture and public image of Veritas. They articulate ideals that the organisation aspires to hold itself accountable for and offer guidance about how the organisation behaves in carrying out its 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

#### 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.

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#### Authenticity

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## **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 them 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**

- Contribute to the development and maintenance of the Veritas House WHS system;
- 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.

### **General Duties and Responsibilities:**

#### **1. Team Participation & Work Management**

- Contribute to the ongoing development of a dynamic, creative and cohesive team;
- Contribute to developing solid, equitable and honest relationships that support a strong team approach and maintain a strong work ethic in personal efficiency and effectiveness.

#### **2. Accountability**

- Accept professional supervision from the People and Culture Manager;
- Maintain client records and statistical data as required;
- Work within the organisational policies and procedures 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.

### **3. Work within a Legal & Ethical Framework**

- All work must be carried out in accordance with current service policies, procedures, aims and objectives.
- Maintain and ensure strict confidentiality of employee information.
- At all times demonstrate commitment to the Staff Code of Conduct.
- Comply with all relevant legislation.

### **4. Other Organisational Requirements**

- Contribute to the promotion of the organisation by networking with key stakeholders;
- Assist with other appropriate tasks as directed from time to time by the People and Culture Manager or an Executive Officer;
- 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 assigned property, vehicles and equipment
- 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 and Procedures and the Veritas House Staff Code of 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 the Team Leader or a member of the Executive.

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## 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.

1. Diploma, degree or professional certification in HR (or in the process of attaining one).
2. Demonstrated experience in an operational HR generalist role.
3. A depth of experience in at least one of the following fields: WHS, Learning and Development or Recruitment.
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.
8. Demonstrated commitment to social justice and / or working towards supporting vulnerable people.