

Position Description

Position title	People and Culture Coordinator – Central West
Employee Name	Vacant
Department/Service	People and Culture
Location	Orange
Position reports to	People and Culture Manager
Positions reporting to this role	Nil
Employment basis	Permanent. Full Time.
Work Environment (e.g. Office based, Residential based, Community based)	
<p>The People and Culture Coordinator role is based at the Mercy Connect corporate office in Orange however, regular travel to other Mercy Connect and business related sites is required.</p> <p>The role is primarily office based with regular use of phone and email. Using a computer while sitting for extended periods is common.</p> <p>No heavy lifting is expected, though occasional exertion may be required to move items such as stationery, marketing collateral, PPE.</p>	

Mercy Connect Values

Our values reflect the ethos of Mercy Ministry Companions; to enhance the wellbeing of others in our support. They are inspired by Catherine McAuley's legacy, guiding and empowering us to "*be good today, but better tomorrow*".

Our Mercy-led actions of compassion, hospitality, respect, innovation, teamwork and accountability bring us together in life and work.



Role Purpose

As a true generalist, the People and Culture (P&C) Coordinator will work collaboratively with the People and Culture team to deliver a full range of human resources services to employees. Reporting to the P&C Manager, the P&C Coordinator will support all aspects of the employee lifecycle, including recruitment, onboarding, employee and industrial relations, Work Health and Safety (WHS) and Return to Work programs (RTW), payroll support and offboarding. Additionally, the P&C Coordinator will proactively contribute to the achievement of key strategic and operational initiatives as required.

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Essential Requirements, Qualifications, Skills & Experience

Essential Requirements:

- Demonstrated experience as a true HR generalist.
- Excellent verbal and written communication skills with the ability to change the style of communication based on the audience.
- Advanced knowledge and confidence in using HRIS and payroll systems.
- The ability to demonstrate initiative and work autonomously balanced with the requirement to work collaboratively within a team environment.
- A proactive, professional with strong interpersonal skills and a values-driven, customer-focused approach.
- Proven ability to interpret and apply Awards and/or Enterprise Agreements and providing advice to management and employees.
- Sound knowledge of WHS and RTW policies and practices which ensures compliance with relevant legislation, regulations and management of workers compensation claims.
- An understanding of and complete commitment to confidentiality.

Qualifications and Experience:

- Tertiary qualifications and/or Certificate IV in Human Resources Management or a related field (or equivalent demonstrated experience).
- At least two years' experience supporting people and culture work, including recruitment, onboarding, WHS and RTW, and payroll.

Desirable, but not essential:

- Certificate IV Training and Assessment
- Return to Work Coordinator
- Mental Health First Aid
- AHRI Membership

Other Requirements:

- NDIS Worker Screening Check.
- NDIS Worker Orientation Module.
- WWCC NSW
- Current, valid driver's licence
- Evidence of right to work in Australia
- Some out of office hours work may be required
- First Aid and CPR Certificate

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Role Priorities

Role Priority 1:

Create positive employee experiences by providing a range of people and culture related administrative and support services which are directly related to employee lifecycle tasks and other strategic initiatives.

Behavioural Guidelines	Evidence (KPI)
Drive Mercy Connect recruitment processes by advertising roles, scheduling interviews, communicating with applicants and supporting hiring managers in assessing applicants.	<ul style="list-style-type: none"> Vacancies are advertised using appropriate channels. All applicants are responded to within 2 weeks. Interviews are scheduled and prepared for. Hiring managers are supported to assess applicants. Feedback received from applicants.
The onboarding process is completed for all new and transferring staff ensuring that their experience is positive, and they receive all relevant employment documentation prior to their starting date.	<ul style="list-style-type: none"> All relevant departments are notified of new hires/change of roles and start dates. All onboarding tasks are completed prior to new staff commencing. All staff have contracts of employment and other relevant documentation prior to starting. Probity checks are completed and recorded prior to new staff commencing.
Maintain integrity of employment documentation by coordinating and managing temporary contract/secondment end dates, probation review dates in consultation with relevant managers.	<ul style="list-style-type: none"> Managers are notified of probation / end of contract dates a minimum of 1 month prior. End of probation documentation is completed. All temporary/higher duty assignments are documented, and timeframes adhered to.
Minimise risk by providing support to the P&C, Rostering and Payroll teams to process payroll and assist with pay enquiries.	<ul style="list-style-type: none"> Assistance with completing payroll related tasks as required each pay cycle. Payroll related enquiries are responded to or escalated promptly. Regularly monitor and review employee information to ensure accuracy of payments.
Proactively support the Learning and Development team with the coordination and delivery of induction training for new employees and other relevant staff training programs.	<ul style="list-style-type: none"> Collaboration with L&D team ahead of training event. Delivery of relevant training topics/programs Training room is kept clean, tidy and configured correctly and ready to use. Training resources are prepared, and equipment is fully functional ahead of training events. Catering ordered as required.
Successfully offboard exiting staff to ensure that the process is a positive experience for the leaver; that all access is revoked, and company equipment has been returned.	<ul style="list-style-type: none"> Exit interviews (electronically and in person where agreed) are completed for all exiting staff. Communications to all stakeholders are sent to ensure removal from systems. Monthly checks completed to ensure staff are fully exited. Exit data is updated for Board and other internal reports monthly.

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Role Priority 2:

Promote a positive safety culture in the Central West region by supporting the delivery of WHS related initiatives and providing best practice advice and assistance in all stages of RTW processes.

Behavioural Guidelines	Evidence (KPI)
Embed the WHS Framework by supporting the P&C team to monitor, review and report on WHS procedures, practices and processes in the Central West region.	<ul style="list-style-type: none"> Team Leaders are supported to investigate and close WHS incidents. Incidents lodged in Folio are triaged, actioned and closed in a timely manner. WHS controls are reviewed, and actions are assessed with recommendations made. Risk Assessments are completed for WHS incidents as required. Attendance at WHS Committee meetings and take minutes of meetings as required. Emergency Management Responsible Person duties adhered to.
As RTW Coordinator for the Central West region, collaborate with the injured worker, managers and other key stakeholders to ensure a supported and timely RTW program is implemented, and the injured worker is supported to return to pre-injury duties.	<ul style="list-style-type: none"> RTW plans are developed in consultation with the injured work and all relevant stakeholders. Collaboration with Team Leaders / Managers on all aspects relating to RTW. Reports and correspondence related to injured workers are completed within agreed timeframes. Attendance at case conferences. Claims are proactively managed. Feedback from injured worker and other stakeholders.
Proactively engage with workers compensation (WC) insurers to ensure compliance with all relevant WC legislation and reporting requirements.	<ul style="list-style-type: none"> Initial notifications of injury are reported within required reporting timeframes. Claims management is processed within required timeframes. Attendance at scheduled meetings between the WC insurer and Mercy Connect.
Support People and Culture to implement employee wellbeing initiatives, focusing on promoting a positive, healthy and culturally safe environment across all departments.	<ul style="list-style-type: none"> Promotion of Employee Assistance Program. Staff survey results. Psychosocial hazards are identified and risk management strategies implemented.

Role Priority 3:

Manage risk by providing consistently sound advice on complex and sensitive human resource and industrial relations issues which are compliant with best practice human resource policies and procedures.

Behavioural Guidelines	Evidence (KPI)
Assist in executing human resource policies and procedures aligned with the overall business strategy.	<ul style="list-style-type: none"> Guidance and advice provided to employees in relation to People and Culture policies and procedures is accurate. Breaches of policy are investigated and managed.
Objectively coordinate and complete investigations related to workforce relations issues, in accordance with organisational policy and industrial legislation.	<ul style="list-style-type: none"> Workplace investigations are conducted in accordance with policies, procedures and IR legislation. Employees and management are supported throughout workplace investigations.

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	<ul style="list-style-type: none"> • Escalation of issues as required to the P&C Manager and/or Executive Leader People and Communications. • Assistance sought from external Employee Relations Advisors for difficult or complex issues. • Feedback received from all stakeholders. • Accurate documentation is kept. • Responsive to requests for information from the NDIS Quality and Safeguards Commission.
Provide high level support for consultative arrangements with staff including implementation of any industrial relations changes.	<ul style="list-style-type: none"> • Roster changes are made in accordance with Award requirements. • Business partner with Operations Team throughout any change processes. • Consultation requirements are adhered to. • Liaise with external agencies (Employer Relations Advisors and the Union) as required.
Enable managers to make educated business decisions by providing relevant and accurate reports, including but not limited to overtime, leave liability and suspected award breaches.	<ul style="list-style-type: none"> • Managers receive relevant reports within agreed timeframes. • Provision of assistance as required to implement workforce management strategies.

Role Priority 4:

Foster positive business partnerships through the provision of values-led, solution focused support to all stakeholders.

Behavioural Guidelines	Evidence (KPI)
Builds trusted relationships with others in alignment with our brand and values.	<ul style="list-style-type: none"> • Monthly and annual performance discussions completed with People and Culture Manager • Actively seeks assistance when needed. • Attends all required training. • Identifies own developmental opportunities. • Privacy and confidentiality is always upheld.
Contribute to a trusted team environment where people support each other and feel comfortable to share ideas, knowledge and information.	<ul style="list-style-type: none"> • Attendance at team meetings (own team and others as required). • Collaborates with the broader People and Culture, Learning and Development and Marketing and Communications Teams. • Partnerships and collaboration with other internal and external stakeholders.
Demonstrate proactive collaboration by working closely with the marketing team to deliver internal and external events ensuring all activities align with organisational values and culture and Mercy Connect's Reconciliation Action Plan.	<ul style="list-style-type: none"> • Mercy Connect attendance at relevant local events and expos. • Local NAIDOC Week events are promoted and supported. • Support provided to run staff related marketing-led events. • Mercy Connect is professionally represented at all times. • Staff supported to attend events
Be an active participant in any change management initiatives to fully understand the impact of change and support the communication of these to all stakeholders	<ul style="list-style-type: none"> • Active participation in any change management process/project either within the team, or • Support the P&C Manager and/or Executive Leader People and Communication to implement communication strategies.

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Foster a culture of continuous improvement by actively seeking and incorporating feedback from all stakeholders	<ul style="list-style-type: none"> Process improvements are identified and implemented in consultation with employees.
Contribute to a safe and welcoming shared environment by coordinating resources, supplies and cleaning roster within the corporate office.	<ul style="list-style-type: none"> General office management requirements are adhered to. Effective consultation and cooperation with other building tenants.

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Line Manager:

Print name:

Print name:

Date:

Date: