

Position:	Human Resources Manager
Reporting to:	CEO
Accountable to:	Board of Directors through the CEO
Classification:	SCHADS Award - Level 7
Hours:	21 hours per week
Direct Reports:	None

About Us

Canterbury City Community Centre (4Cs) has been delivering services to residents of the Canterbury Bankstown and Inner West Local Government Areas since 1972. With its origins as a locally based neighbourhood centre promoting community development and capacity building it is also now a leading local provider of Aged Services under the Commonwealth Home Support Program (CHSP) and Home Care Packages Program.

The 4Cs is an Approved Aged Care Provider, Public Benevolent Institution, a NSW Incorporated Association and a Registered Charity. It employs over 50 staff, 80+ Volunteers and delivers services out of 2 sites in Lakemba and an Administration hub in Belmore.

Reporting & Organisational Context

As a member of the 4Cs Executive Team, the Human Resource Manager will enhance operational efficiency, systems and processes.

The Role

The Human Resource Manager is responsible for modernising the people and culture operations of the 4Cs. Working closely with the CEO and Executive Team, to ensure the position has impact, drives cultural and organisational change. As a member of the 4Cs Executive, the Human Resource Manager fosters a culture committed to performance monitoring, ongoing learn and development, continuous improvement and inclusive and ethical practice.

Responsibilities

Values-based leadership - Lead by example and with integrity, maintain a positive, ethical and inclusive organisational culture and demonstrate a commitment to social justice.

- Actively participate in 4Cs Executive Meetings.
- Contribute to 4Cs ALL Staff Meetings to maximise their value and staff engagement.
- Enhance performance management, learning and development initiatives and workforce wellbeing at the 4Cs.
- Model a workplace culture which welcomes feedback as an opportunity to grow.

Workforce Excellence - Effectively develop and implement the Learning and Development Framework (known as framework), drive workforce capacity and capability, ensure effective oversight of 4Cs workforce issues with other members of the 4Cs Executive.

- Oversee and drive the implementation of the framework.
- With the CEO, lead workforce capacity and capability discussions across the 4Cs and in-line with the Operations Plan.
- Partner with the Executive to ensure a proactive approach to workplace matters, supporting a constructive employee experience and reducing risk.
- With Line Managers, recruit, on-board new staff to the 4Cs where needed.
- Assist with building a competency-based assessment process.
- Maintain a register of Staff Performance Appraisals.
- With the Operations Manager, develop review 4Cs on-boarding procedures, considering a changing workplace environment, legislative requirements and ethical concerns around privacy and disclosure.
- Manage and maintain key performance metrics that relate to culture, engagement and staff development to drive continuous improvement.
- Champion diversity, equity, inclusion and belonging to cultivate an inclusive workplace where all employees feel valued, respected and supported in their professional journey.
- Ensure hazards and risks psychosocial and physical are identified and controlled by tasks, projects and activities that pose a health and safety risk within your area of responsibility.

Organisational Governance - Demonstrated capacity to understand organisational change management and reporting processes aimed at improving 4Cs governance and operations.

- Ensure timely preparations of reports, plans and recommendations made to the CEO.
- Ensure workplace practices are aligned with legal and regulatory requirements, enterprise agreements and the 4Cs policies and procedures.
- With the CEO and Executive Team, designing and implementing human resource transformation initiatives that improve efficiency and employee experience.
- Provide advice and knowledge in employment law, industrial relations and human resource best practices as related to 4Cs operational remit.

Quality Improvement, Compliance & Risk Management - Ensure 4Cs meets relevant human resource related standards and maintain best practice.

- Champion a culture of continuous improvement which builds responsiveness to individual and community needs.
- Convene and manage internal committees with relevant stakeholder groups as needed.
- Manage, coordinate the 4Cs Staff Training and Human Resource registers.
- With the Operations Manager, minimise risks by implementing approved systems of management, as they relate to workforce governance.
- With Line Managers, maintain compliance and oversight of staff annual contract renewal.

Knowledge, Skills and Experience

Essential Criteria:

- Extensive experience in leading a strategic human resource function with a strong understanding of complex organisational change environments.

- Relevant tertiary qualifications in human resources, management or similar fields.
- Minimum 5 years' experience in a similar role.
- Proven ability to work at an executive level on strategic planning and implementing operational responses.
- Excellent analytical and problem-solving skills, with the ability to translate insights into actionable strategies.
- High level emotional intelligence, communication and negotiation skills.
- Excellent time management with an ability to prioritise tasks to meet deadlines.
- Strong people and project management skills.
- Demonstrated understanding of human resources frameworks and a commitment to meeting compliance requirements in a complex medium sized organisation.

Desirable Criteria:

- Drivers Licence and access to a reliable vehicle
- Experience in communicating with people of diverse social and cultural backgrounds
- Experience in aged care services
- Working with Children Check (Paid Worker) Clearance
- Current National Police Check (Paid Worker) Clearance.

X

Employee's Signature

X

Date

X

Managers's Signature

X

Date