

## PEOPLE AND CULTURE GENERALIST

### **POSITION TITLE:**

People and Culture Generalist

### **REPORTS TO:**

#### **Direct:**

Executive Manager – People, Culture and Safety

#### **Indirect:**

Designated Executive Manager – Operations and Area Manager(s).

### **ACCOUNTABILITY:**

#### **Vision:**

That every person can say that I am *living the life that I want*.

With the **focus** vision for continued improvement at the heart of all we do; the team at **focus** will be responsive, progressive and innovative leaders in the development and provision of support services to people who have a disability.

#### **Values:**

The People and Culture Generalist will consistently exhibit the following qualities:

#### **Respect:**

You commit to treating others in a professional manner with consideration, mutual trust, courtesy and cultural diversity.

#### **Communication:**

You undertake to communicate information in the most appropriate manner, accurately, promptly and with sensitivity to the people we support. You will respond constructively to any information received.

#### **Support:**

You will support others by listening, encouraging, inspiring and acknowledging individual contributions. You will be consistent in your actions and actively seek to lead others by example.

#### **Positive Attitude:**

You will strive to maintain a positive working environment. Each team member will endeavour to inspire and encourage each other.

#### **Professional Development:**

You will each take an active role in developing our skills and knowledge to ensure the best service provision possible to the people we support. You will recognise the strengths in others and seek innovative ways to share knowledge and learn from one and other.

#### **Teamwork:**

You will seek to understand your colleague's roles and support requirements.

#### **Accountability:**

Irrespective of your position within the organisation, you will be accountable to the people we support, your colleagues, direct support staff and the mission and vision of **focus**.



You must support the **focus** Mission, Values and Team Charter at all times. Specific expectations of **focus** employees are detailed in the contract of employment and **focus** policy. You must support the **focus** policies and conduct yourself in a way which is consistent with the policies and practices of **focus** at all times.

**EXTENT OF AUTHORITY:**

Number of staff directly reporting to position:	Nil
Extent of delegated authority:	<p>You are expected to work with limited supervision in your day to day role and participate as a member of the <b>focus</b> team. You contribute to the development of a positive working environment by establishing and maintaining professional working relationships with staff and the people you support.</p> <p><b>Internal Organisational Relationships: Executive Manager – People, Culture and Safety</b></p> <p>You are directly accountable and responsible to the Executive Manager – People, Culture and Safety.</p> <p><b>Other:</b></p> <p>You provide support to Executive Managers, Area Managers, Client Relationship Leaders, Activities Facilitators and Active Support Workers across the organisation as directed by the Executive Manager – People, Culture and Safety.</p> <p>At all times, it is expected that you represent <b>focus</b> in a professional manner. It is anticipated that objective judgements will be shown in all of your decision-making processes with reference to <b>focus</b> policies and procedures.</p>
Locations:	All <b>focus</b> sites Primary base: <b>focus</b> People and Culture Team, <b>focus</b> Head Office
Allowances/Special Conditions:	As per legislative requirements and applicable industrial instrument
Specialised equipment/Special licence requirements:	N/A
Other important dimensions:	<b>Mandatory</b> Current:



	<ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Disability Worker Exclusion Scheme Check</li> <li>• Victorian Drivers Licence</li> <li>• Code of Conduct.</li> </ul> <p>Duties not explicitly specified in the Position Description may be required from time to time.</p> <p>These duties will be in accordance with the Workforce capability framework level and conditions of employment for the position.</p>
--	---

### SUMMARY STATEMENT:

The People and Culture Generalist will provide a level of expertise for standard industrial relations matters under the oversight of the Executive Manager – People, Culture and Safety. This position will possess the hard and soft skills to achieve these aims in accordance with the **focus** strategic plan and associated People and Culture action plan. The scope of the position is in accordance with the Australian Human Resources Institute (AHRI) competency framework.

### OTHER REQUIREMENTS:

It is the responsibility of every staff member to actively participate in the management of risk and to ensure a safe work environment for themselves, their co-workers, clients and **focus**. This position description is subject to the Risk Management and Control Framework and Policy, and Occupational Health and Safety (OHS) Policy. The employee must ensure that prescribed tasks are performed subject to established risk assessments and safe work practices.

To that end the following are also requirements of this role:

1. Report all hazards observed including any potentially unsafe work practices as soon as practicable;
2. Report all incidents of injury or near miss as soon as practicable;
3. Actively participate in all professional development and training regarding Risk management and OHS;
4. Cooperate with any reasonable request for action to ensure the safety of self and others and the mitigation of risk to **focus**.

All Services are provided in compliance with the Mission, Policies, Philosophies and Procedures of **focus** and are governed by the *Disability Act 2006*, *Occupational Health and Safety Act 2004* (Vic) and other relevant legislation.

**focus** is committed to the safety of the people we support and are required to undertake background screening in accordance with the Department of Human Services Safety Screening Policy. This policy requires that successful job applicants must consent to screening via the Disability Worker Exclusion Scheme and prospective workers must sign a statutory declaration stating that they have fully disclosed all relevant information regarding their criminal record and employment history.

All employees must undertake a national police check and demonstrate a record in accordance with **focus** policy and legislative requirements.



All employees must comply with road traffic regulations and laws and be responsible with payment of fines relating to traffic infringements and pay excess in the instance of when damage has been caused as a result of negligence of the driver.

All employees are required to participate in learning and development activities as requested by **focus**.

**DUTIES AND RESPONSIBILITIES:**

Key Responsibility Areas	Capability Requirements	Key Performance Measures
<b>STRATEGIC CORE REQUIREMENTS:</b>		
<b>Sector and organisation purpose and values</b>	<p>General knowledge of human rights based approaches to supporting a person with a disability, and the individual and community context of disability.</p> <p>Understands the role, vision, mission and values of <b>focus</b></p> <p>Aligns with sector and <b>focus</b> approaches and values.</p> <p>Understands the strategic direction under which <b>focus</b> operates.</p>	<ul style="list-style-type: none"> <li>▪ Consistently demonstrates and applies sector and <b>focus</b> knowledge to professional practice</li> <li>▪ Achieves respect from others in the workplace and demonstrates a confident approach to own contribution</li> <li>▪ Receives positive feedback from staff and stakeholders regarding alignment with <b>focus</b> values, policy and procedure</li> <li>▪ Recognises the importance of dignity for each person supported by the organisation and in their interactions with others.</li> </ul>
<b>Leadership and teamwork</b>	<p>May lead a small team and/or participate as an effective team member.</p> <p>Supports other team members, sharing knowledge and information.</p> <p>Participates in professional team meetings.</p> <p>Plans and schedules own work independently.</p>	<ul style="list-style-type: none"> <li>▪ Consistently demonstrates effective team work and collaboration</li> <li>▪ Supportive of other team members, and cross functional teams, sharing knowledge to build collective capability and achieve common goals</li> <li>▪ Ensures work is scheduled effectively and completed in a timely manner</li> </ul>



	Monitors progress against work plans and required outcomes and takes appropriate corrective action.	<ul style="list-style-type: none"> <li>Consistent completion of tasks to agreed timelines, and escalation of matters for corrective action, as required.</li> </ul>
<b>Communication</b>	<p>Effectively handles complex, sensitive issues and collaborates with other work areas.</p> <p>Uses positive engaging techniques and adapts own style to needs of other person.</p> <p>Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner.</p> <p>Drafts and liaises on written work; prepares complex management reports.</p>	<ul style="list-style-type: none"> <li>Matters are treated with the utmost sensitivity and confidentiality in accordance with legislative requirements and <b>focus</b> values at all times</li> <li>Positive communication style and effective listening skills are consistently evident and adapted to the needs of the person and context</li> <li>Clear written communication skills that provide concise information for reporting purposes.</li> </ul>
<b>Customer Relationships</b>	<p>Develops the capability to effectively assist customers to address/resolve a range of their needs and expectations.</p> <p>Develops working relationships with other work areas to assist in customer service.</p> <p>Maintains confidentiality and understands diversity.</p> <p>When required, involves more experienced staff in the more sensitive or serious matters.</p> <p>Develops working relationships with</p>	<ul style="list-style-type: none"> <li>Builds positive stakeholder relationships and fosters trust and transparency, reflective of <b>focus</b> values</li> <li>Maintains confidentiality at all times.</li> </ul>



	stakeholders.	
<b>Personal Accountability</b>	<p>Ensures adherence to organisation policies &amp; procedures and all relevant government legislation and relevant standards.</p> <p>Recommends changes to procedures and quality standards that may impact across other work areas.</p> <p>Analyses and mitigates risk.</p> <p>Ensures appropriate use of resources.</p> <p>Encourages others to make a positive contribution to the work environment and to health, safety and wellbeing.</p> <p>Adopts a professional approach to personal accountability.</p>	<ul style="list-style-type: none"> <li>▪ Works effectively within legislative, compliance and policy requirements</li> <li>▪ Makes recommendations from area of expertise for continuous quality improvement</li> <li>▪ Works effectively within <b>focus</b> risk framework and legislative requirements</li> <li>▪ Ensures work, safety and wellbeing is promoted through communications and working style</li> <li>▪ Ensures that conduct is professional and accountable at all times.</li> </ul>
<b>Innovation</b>	<p>Identifies opportunities for innovation.</p> <p>Adopts a creative and resourceful approach.</p> <p>Takes personal responsibility for continuous improvement and quality in own work.</p> <p>Solves most problems in own work and participates in wider problem identification and resolution tasks.</p> <p>Applies improvement processes.</p>	<ul style="list-style-type: none"> <li>▪ Approaches the position with an innovative and growth mindset</li> <li>▪ Commitment to continuous improvement is evident in quality and outcomes of own work.</li> </ul>



FUNCTIONAL REQUIREMENTS:		
<p><b>Professional Practice</b></p>	<p>Developing relevant knowledge and technical expertise.</p> <p>Drafts recommendations and prepares relevant documentation on routine issues.</p> <p>Resolves routine problems and foresees outcomes. Uses standard methods and techniques.</p> <p>Can research technical principles and issues efficiently and appropriately. Assists with and supports change processes in other departments and own department.</p>	<ul style="list-style-type: none"> <li>▪ Competent and up to date knowledge and technical expertise of professional human resource practice</li> <li>▪ Recommendations and documentation on routine issues demonstrate professional standards</li> <li>▪ Evidence of strategic human resources management in practice</li> <li>▪ Evidence of quality research from reputable sources as required</li> <li>▪ Understanding and supportive of change processes and change management methodology.</li> </ul>
<p><b>Service Delivery</b></p>	<p>Develops a working knowledge of role-related activities in the relevant corporate services area.</p> <p>Provides and obtains accurate and timely information to support service delivery.</p> <p>Develops capability to influence and gain the confidence of stakeholders.</p> <p>Meets service delivery requirements for the work area and services offered.</p>	<ul style="list-style-type: none"> <li>▪ In-depth understanding of HR department activities, interaction and effect on stakeholders</li> <li>▪ Timely and accurate provision of information and reports</li> <li>▪ Consistently fosters trust and builds positive relationships with stakeholders</li> <li>▪ Meets deadlines and delivery outcomes including but not limited to:               <ul style="list-style-type: none"> <li>- Recruitment and Selection</li> <li>- On-boarding</li> <li>- Compliance and reporting requirements</li> </ul> </li> </ul>



		<ul style="list-style-type: none"> <li>- Contract variations</li> <li>- Routine industrial relations matters</li> <li>- Employee lifecycle</li> <li>- Learning and Development planning</li> <li>- Assistance with WorkCover and Personal Injury matters, as required</li> <li>- Action plan items</li> <li>- Strategic workforce planning</li> <li>- Strategic Human Resources initiatives.</li> </ul>
<b>Risk and Compliance</b>	<p>Complies with external requirements and internal policies and procedural guidelines, assisting business areas as needed.</p> <p>Analyses the relevant work and service environment, under guidance, to identify current and emerging risks and compliance issues.</p> <p>Takes agreed corrective action.</p>	<ul style="list-style-type: none"> <li>▪ HR practice is compliant with external and requirements and internal policies and procedure at all times</li> <li>▪ Potential and actual risk is proactively identified and mitigated as far as practicable</li> <li>▪ Corrective action is undertaken, as required.</li> </ul>

**KEY SELECTION CRITERIA:**

**Knowledge**

**Required:**

A relevant tertiary qualification specialising in Human Resources and/or equivalent knowledge and experience.

Understanding of standard industrial relations matters.

**Preferred:**

Membership with the Australian Human Resources Institute, or willingness to obtain same with fulfilment of associated CPD requirements.

Undertakes regular professional development.

Knowledge of National Disability Insurance Scheme and Human Services Standards.





Sound knowledge and understanding of relevant legislation, regulations, standards, policies and procedures.

### **Skills**

Excellent communication skills  
Proven ability to work in a cross functional team to achieve organisational outcomes  
Advanced interpersonal skills  
Intermediate proficiency in Microsoft Office suite  
Strong administrative skills with attention to detail  
Strong analytical skills  
Well developed numeracy, verbal and written communication skills.

### **Attributes**

#### **Confidentiality and discretion**

- Commitment to the mission, vision and values of *focus*.

#### **Ethical**

- Has integrity and principles.

#### **Honest**

- Is credible and truthful
- Is reliable and trustworthy
- Acknowledges and learns from mistakes.

#### **Collaborative**

- Works with others to achieve common goals
- Engenders a spirit of teamwork
- Inspires trust.

### **CONDITIONS OF EMPLOYMENT:**

This is a full-time position of 76 hours per fortnight, primarily worked between the hours of 6am to 8pm Monday to Friday.

All staff working for *focus* will be required as a condition of employment to:

- be a role model for other workers that promotes team work, a learning culture and independent attitude
- participate in mandatory and reasonable staff development, training and quality assurance activities
- undertake national police check and demonstrate compliance with the Employment Safety Screening Policy
- hold a current Victorian Driver Licence
- comply with all road traffic regulations and laws and be responsible for payment of fines relating to traffic infringements. Reimburse the costs (excess) incurred as a result of damage caused to vehicles through negligence of the driver.



The incumbent must agree to the performance objectives set annually with the Executive Manager - People, Culture and Safety.

**Note:** This position is subject to review and may change in accordance with the strategic and operational requirements of **focus** and the people we support.

Industrial instrument:	<i>Social, Community, Home Care and Disability Services Award 2010</i>
Level:	4
Workforce capability framework level:	CS 7
Job Family:	Corporate Services
Formulated:	May 2020

Used with permission: National Disability Services Ltd and PeopleAdvantage Pty Ltd



Founder & Patron: Emil .A. Negri

ABN: 21 004 947 782 | The Coolstores, 4/475 Moorooduc Hwy, Moorooduc Vic 3933  
Tel: 03 5981 5100 | [info@focuslife.com.au](mailto:info@focuslife.com.au) | [www.focuslife.com.au](http://www.focuslife.com.au)