



POSITION DESCRIPTION

Position Title:	Senior Human Resource and Workforce Consultant
Level:	7 Starting from \$82 561 pa FTE (ILC HSU Enterprise Agreement) plus generous salary packaging for NFPs
FTE:	Part Time 0.75FTE
Business Unit:	Office of the CEO
Reports To:	CEO
Reviewed:	April 2018

Independent Living Centre (ILC)

The Independent Living Centre WA (ILC) provides information and advice, assessment, training, funding and hire services that enable Western Australians of all ages and abilities to live more independent and fulfilling lives.

Service areas include assistive technology and equipment advice and assessment, home modifications, occupational therapy driver assessment, carer respite and support, Home and Community Care regional assessment and grants and equipment funding.

ILC's Vision

For people to reach their goals to live independent and full lives through easy access to community allied health services, the right assistive technology and home modification solutions.

ILC's Purpose

To support all individuals, including people with disability, those who are ageing, their families and carers to live full and independent lives. We do this by providing individuals with allied health solutions and the right assistive technology that enables them to live in good health and independently at home and in the community. Our passion and motivation comes from making a real difference to individuals' lives.

ILC's Values

Integrity: Working, behaving, speaking and listening with honesty and truthfulness.

Passion: Going the extra mile because we believe in what we do.

Respect: Valuing people and embracing their individual or unique qualities.

Collaboration: Building relationships, sharing knowledge and ideas.

Innovation: Seeking creative solutions and opportunities, having confidence to think differently and have a go.

Responsible: Being reliable and accountable and doing as we say we will do.

Competencies

Customer Service

Provides a comprehensive personalised service to customers including consumers, suppliers, stakeholders, service providers and health professionals.

Resource Management

Understands and makes best use of the available resources including personnel, systems, policies, procedures, assets, equipment and information & communication technology.

Team Contributor

Contributes to the overall performance of the team and organisation through communicating and interacting effectively with others.

Personal Awareness

Is self-aware in terms of strengths and weaknesses; understands how own behaviour and actions impact on others and the business.

Position Overview

This position has key responsibility across generalist Human Resource Management (HRM), workforce planning and industrial and employee relations areas for ensuring the most effective utilisation of human resources for achieving strategic business objectives of the Independent Living Centre (ILC).

The position works closely with the Chief Executive Officer (CEO) and management team to provide advice and consultancy on a broad range of matters relating to the above. The position also develops and manages HRM policies and processes and drives the organisation's workforce planning and industrial relations activities.

This role has dual responsibility for both a discrete portfolio of priority deliverables and also acts as an HR Business Partner with business areas.

Key Responsibilities

1. Workforce Planning

Develops and implements the ILC Workforce and Diversity Plan and associated workforce planning projects and initiatives.

Develops and implements the ILC Equal Employment Opportunity (EEO) and Diversity Strategy.

2. Policy

Develops and maintains the ILC Human Resource Management (HRM) and Workforce Planning and Diversity suite of policies and procedures.

3. HRM and Employee Relations

Provides advice and consultancy to the CEO and managers on HRM and Employee Relations matters.

Manages key HRM processes and information.

4. Industrial Relations

Manages the ILC Enterprise agreement.

5. Research, Training and Development

Provides training and development to managers to support the implementation of HRM, Workforce Planning and Diversity policies and procedures.

Researches, identifies and communicates best practice in HRM across the ILC.

Partners with managers to identify and facilitate employee development opportunities.

Manages employee assistance programs (EAP).

6. Systems and Processes

Manages ILC HRM systems and process.

7. Planning and Reporting

Contributes to HRM planning and budgeting processes.

Sources and analyses key HRM data and KPIs to identify risks, opportunities and trends.

Reports to the CEO and management on key HRM, employee relations and industrial relations data as required.

Key Duties

1. Workforce Planning

- Undertakes regular workforce planning processes to identify current and future workforce needs.
- Develops and implements the ILC Workforce and Diversity Plan.
- Develops workforce planning projects and initiatives.
- Develop and implements the ILC Equal Employment Opportunity (EEO) and Diversity Strategy.

2. Policy

Develops and maintains the ILC Human Resource Management (HRM) and Workforce Planning and Diversity suite of policies and procedures including:

- Establishing and implementing mechanisms to review and update policies and procedures to reflect legislative requirements and business needs in line with ISO9001:2015 principles.
- Recruitment, selection, onboarding, induction and exit.
- Performance management.
- Workforce planning.
- Diversity and EEO.

3. HRM and Employee Relations

- Provides HRM advice and consultancy to the CEO and managers on HRM and Employee Relations matters.
- Manages key HRM processes and information including:
 - Manages and undertakes recruitment, selection, onboarding, induction and exit processes.
 - Partners with the CEO and managers in recruitment and selection for challenging vacancies (for example highly specialised positions and regional skill shortages).

- Manages Employee Agreements and ensures that they are regularly reviewed and are updated in a timely way to reflect changes in conditions of employment.
- Maintains personnel files and associated database.
- Manage and maintain ILC organisational chart to ensure that it reflects staff movements.
- Maintain position descriptors for all ILC positions.
- Manages employee redundancies and terminations.
- Maintain and promote EAP across the ILC.
- Maintain a database of remuneration for all staff.
- Benchmarking of remuneration plans against recognised salary surveys.
- Manages Workers Compensation processes.

4. Industrial Relations

- Manages the ILC industrial agreement.
- Plans and implements activities to ensure organisational readiness leading into leading into the EBA negotiation period.
- Leads negotiation on changes/renewal of the agreement.
- Provides advice and training to key business units on implementation of the EBA.
- Provides industrial relations advice to the CEO and managers.

5. Research, Training and Development

- Partners with the CEO and managers to identify capability and training needs for ILC staff in relation to HRM, Workforce and Diversity policies and procedures.
- Provides training and development (for example, coaching) to managers to support the implementation of HRM, Workforce Planning and Diversity policies and procedures.
- Researches, identifies and communicates best practice in HRM across the ILC.
- Partners with managers to identify and facilitate employee development opportunities as part of the performance management cycle.
- Partners with the CEO, Business Support and managers to procure and manage Employee Assistance Program (EAP) services.
- Identifies and communicates a range of employee support programs (in addition to the EAP) as part of the ILC Workforce and Diversity Plans and Performance Management processes.

6. Systems and Processes

- Manages the ILC human resource information systems (HRIS).
- Set up HRIS system including templates and proformas.
- Create, generate and analyse HRIS reports as required.
- Partner with CEO and business areas to ensure that the Employee Handbook (including the Orientation Manual) is regularly reviewed and updated.

7. Planning and Reporting

- Contributes to HRM planning and budgeting processes by setting key targets and performance indicators, and generating HRM financial information for planning activities.
- Sources and analyses key HRM data and KPIs to identify risks, opportunities and trends.
- Reports to the CEO and management on key HRM, employee relations and industrial relations data as required including:
 - Benchmarked company remuneration data.
 - Recognised salary survey data.

Selection Criteria

See next page.

Selection Criteria (to be addressed in application)	Essential (E)	Desirable (D)
Knowledge and Experience <ul style="list-style-type: none"> ▪ Minimum of 5 years' previous experience in a Generalist HR role ▪ Proven track record of working as an HR business partner to deliver contemporary HR practices ▪ Development and delivery of workforce planning processes ▪ Industrial relations experience, including successful negotiation of industrial agreement/s ▪ Development and delivery of successful employee relations strategies ▪ Understanding of commercial business processes and operating models ▪ Experience in coaching models and coaching senior organisational staff in the implementation of HRM processes 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">D</p> <p style="text-align: center;">D</p>
Qualifications <ul style="list-style-type: none"> ▪ Bachelor degree tertiary qualification in Business, HR or similar. 	<p style="text-align: center;">E</p>	
Skills <ul style="list-style-type: none"> ▪ High level of computer proficiency in MS Office suite of applications ▪ Competent in the management and use of human resource information management system/s and tools ▪ Understanding of payroll processing and systems 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">D</p>
Attributes <ul style="list-style-type: none"> ▪ Confident, approachable and enthusiastic ▪ Ability to work independently and take initiative, but also must be enthusiastic team player ▪ Is responsible for work and outputs ▪ Well organised and able to juggle multiple tasks ▪ Dynamic, and action-orientated, meets deadlines, drives the agenda to make things happen ▪ Ability to build and maintain effective relationships, develop trust and credibility and work with people at all levels ▪ Ability to influence, network, negotiate, counsel and mediate ▪ Ability to demonstrate a high degree of confidentiality 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	