Position Description

Job Details

Position Title: Coordinator, People & Culture	**Year:** 2021

Department: People & Culture

Reports directly to: Head of People & Culture	**Direct Reports:** • Nil

Background Information

Qualifications	*Undergraduate*	Tertiary qualifications in Human Resources or related discipline
	Postgraduate	
	Other	

CatholicCare Western Sydney & The Blue Mountains Overview

CatholicCare Western Sydney and the Blue Mountains (CC) is a not-for-profit that aims to serve the community in the Catholic Diocese of Parramatta by overseeing the provision of high-quality social services operating according to the principles of Catholic Social Teaching. CC respects the dignity, worth, diversity, cultures and beliefs of all people and is renowned for its hands-on and practical approach to the service and pastoral care of people in this area.

At CC, what inspires us most is hearing what really matters to our clients so we can support them to live with joy and purpose. CC provides various services for a range of clients from birth to the aged across the following programs providing them with resources, education and tools to overcome their challenges.

- Child Education Services
- Families, Counselling and Wellbeing
- Disability and Aged
- Homelessness
- Community & Engagement

As a not for profit, CC relies significantly on funding and community support to be able to continue to make a difference in the lives of people who need us.

Working for CatholicCare Western Sydney & The Blue Mountains

Our highly trained staff support people at all stages of life to manage difficulties and rediscover strengths. We are a unifier, bringing together individuals and families with their community. This is what inspired us every day so all those in our community may live with joy and purpose.

With more than 200 employees and volunteers, CC employs a diverse range of staff across its many programs including counsellors, support workers and educators.

CC is an Equal Opportunity Employer. Compliance with child protection legislation is essential to all child-facing positions. CC is committed to safeguarding all children, young people and vulnerable adults and that all children, young people and vulnerable adults have an equal right to protection from abuse.

At CC we are committed to employing the very best people in the industry who have a genuine passion for working in the not for profit sector and have the right level of experience and knowledge.

CatholicCare Western Sydney & The Blue Mountains Values

At CC, our values underpin everything we do and how we do it.

- **WE EMBRACE EVERY JOURNEY** with gratitude and love
  - **WE ARE AVAILABLE** with an open mind and heart
  - **WE BUILD TRUST** with integrity and respect
  - **WE ADVOCATE** with patience and passion
  - **WE PERSEVERE** with resilience and belief

Role Purpose

The purpose of this role is to provide high level administrative and advisor support to the People & Culture function across a variety of areas supporting the end-to-end transactional employee lifecycle.

The Coordinator, People & Culture is also the first point of contact within CatholicCare Western Sydney & The Blue Mountains for the provision of any HR advice and for responding to any employment relations queries and any associated policies and procedures.

The role will primarily be dedicated in ensuring the communication and delivery of HR initiatives across the organisation, as well as be actively involved in key projects.

The role operates both autonomously and under the guidance and direction of the Head of People & Culture.

Responsibilities and Key Performance Indicators

- Recruitment & Selection: Management of all recruitment and selection activities as well as supporting the Head of People & Culture in other recruitment initiatives, inclusive of:
  - Taking brief from Hiring Manager
  - Drafting & seeking approval of Job Advertisement

- Obtaining necessary approvals for Recruitment Request Form
- Placing Ad and shortlisting
- Phone screening, interviewing alongside the Hiring Manager and reference checking
- Preparing Employment Contracts and New Employee Packs
- Onboarding, including induction and compliance

- Termination of employment processes and reporting metrics:
    - Exit interviews completed with information captured and reported efficiently and effectively to add value to the recruitment and retention strategies for CC
    - Reporting for trending metrics for all Programs/Services of CC

- Assist with Employment Relations queries and changes in working arrangements:
    - Answering employment queries as the first point of contact and consulting with Head of People & Culture for more complex queries
    - Managing changes in working arrangements and the Variation Request Form inclusive of: Obtaining approvals, drafting the change advice letters, ensuring effective communication with the employee and People Manager and ensuring all paperwork is obtained in order to be processed by Payroll

- Work with Managers in coaching and supporting Employees on workplace issues:
    - Ensure Managers handle workplace issues in line with CC Policies and Procedures

- Data Entry, Metrics & Reporting
    - Compilation of monthly management reporting
    - Compilation of data required for CC Annual Report
    - In conjunction with Head of People & Culture development of HR Metrics

- Management of Mandatory Training
    - In conjunction with Head of People & Culture & Program/Service Managers, determine mandatory training requirements for all employees
    - Implement and maintain Mandatory Training register for all CC employees
    - Research providers for employee training needs

- Performance & Development Planning
    - In conjunction with Head of People & Culture coach and support People Managers on the CC Performance Review process
    - Ensure performance reviews are completed regularly and copies collated for effective use in development and workforce planning

- Work on strategic projects as defined by the Head of People & Culture

- Promote a positive relationship between all staff involved in service provision

- Follow relevant policies and procedures including safe work practices and take reasonable care of own and others health, safety and wellness

- Work in partnership and consultation with Management for continuous quality improvement opportunities.

- Work collaboratively with other team members and teams on CC activities

- Follow CC values, policies, procedures and statutory obligations

- Actively foster a culture of continuous learning and improvement in the Social Services sector and more broadly within CC.

Knowledge, skills, experience & compliance – Required to perform this role

- Tertiary qualification in Human Resources or a related discipline as well as experience in a HR position
- Experience in end-to-end transaction of employee lifecycle
- Knowledge and experience interpreting and applying the SCHADS Award 2010
- A proactive, professional with strong interpersonal skills and a customer-focused approach able to work with diverse stakeholders
- Able to show initiative within a team environment
- Excellent written and verbal communication skills
- Ability to negotiate and influence
- High level of attention to detail and ability to prioritise and multi-task
- An understanding of and complete commitment to confidentiality
- Excellent skills in Microsoft Office, organisational, analytical and problem solving skills
- Ability to undertake the duties of the role in accordance with CC's Mission, Vision and Values; and its Code of Ethics and Conduct
- Valid Working with Children Check
- National Criminal History Check (obtained in the last 6 months) with no disclosable outcomes
- Current NSW driver's licence

Personal Attributes

- Good team member with excellent communication skills
- Outcomes focused
- Proactive and persistent
- Collaborative and consultative
- Values driven with strong personal and organisational values alignment
- Positive attitude and commitment to tackling challenges

Staff member's name (print):		Date:
Staff member's signature:		

Manager's name (print):		Date:
Manager's signature:		