

Team Facilitator People and Culture

TEAM:	Shared Services
LOCATION:	Perth
REPORTING LEADER:	Executive Shared Services

ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue. We provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

PURPOSE OF THE ROLE

The Team Facilitator People and Culture mentors and supports the roles within the Human Resources, Administration and Facilities team. The role requires the ability to work as a team member whilst providing mentorship that empowers the team to deliver support to internal stakeholders at a high quality standard.

This position will report to Executive Shared Services and is responsible for supporting all activities within the Human Resources, Administration and Facilities functions including Training and Development and Work Health and Safety.

PRIMARY DUTIES AND RESPONSIBILITIES

Leadership

- Lead and develop the reporting team professionally, enhancing their capacity to deliver high standard quality services to internal and external stakeholders;
- Support and coordinate day to day operations of the respected functions including the monitoring of workloads;
- Meet with reporting team members regularly both individually and as a team to support the team in their areas of responsibility including supporting with barriers and processes;
- Support and encourage the team to develop internal practices and continuous improvement initiatives;
- Role model appropriate behaviours, acts ethically and with integrity ensuring that values are consistently reflected within the team and;
- Participate and take an active role in change management processes.

Human resources

- Provide advice and assistance to all team members on employment standards and legislation such as HelpingMinds Staff Agreement, Industrial Relations, HR policies and procedures;
- End to End Recruitment, selection and induction of new team members;
- Attend disciplinary performance meetings, documenting and ensuring effective communication updates with Executive Shared Services;
- Ensure that accurate job descriptions are in place with adequate team member access, provide advice and assistance with writing job descriptions as required;
- Prepare termination documentation including acceptance letters, carry out exit interviews and liaise with IT to disable staff IT access;
- Conduct Staff Training Needs Analysis and validate it with HelpingMinds strategic objectives to determine staff training needs;
- Take lead on HR projects and other duties as required and;
- Provide Executive Shared Services with monthly reports.

Facilities and Health and Safety

- Work closely with Executive Shared Services to develop, implement and review workplace health and safety policies and procedures;
- Provide advice and assistance to team members regarding facility management and workplace health and safety policies and procedures;
- Promote and upholds a safe and health workplace environment;
- Oversee regular and ongoing facility management initiatives performed by Administration and Facilities Coordinator and;
- Work with Administration and Facilities Coordinator to ensure that preventative maintenance spreadsheet is maintained and scheduled tasks actioned.

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Administration

- Lead the administration team to provide outstanding customer service to all HelpingMinds team members, clients and visitors;
- Support the team to maintain sound knowledge of HelpingMinds and its services and;
- Work closely with the Executive Shared Services to increase efficiencies within the team and administration supports provided to the organisation.

Governance, Safety and Quality Requirements

In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the team member.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
 - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
 - Ensuring records and statistics are kept in accordance with establish procedures.
 - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act;
 - Commonwealth and State Funding Agreements;
 - Industrial Laws and Occupational Health and Safety Legislation;
 - The National Mental Health Standards 2010;
 - The National Standards for Disability Services;
 - The Australian Commission Safety and Quality Standards for Accreditation version 2;
 - The HelpingMinds Staff Agreement 2012 as well as current organisational Policies and Procedures;
 - HelpingMinds Code of Conduct, NDIS Code of Conduct and
 - Work in accordance with your Team member Classification Definition according to the HelpingMinds Staff Agreement 2012.

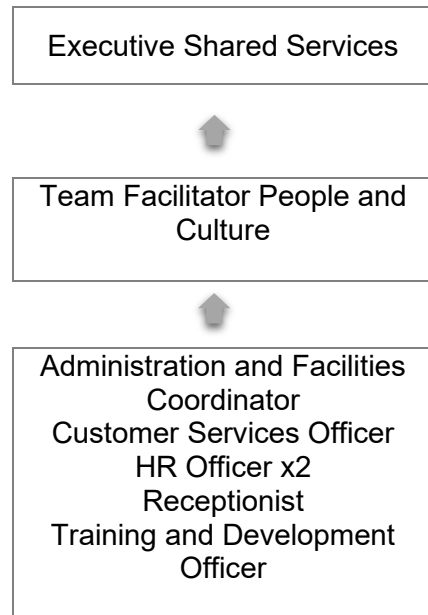
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AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles reporting to this position:



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POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time
FTE:	1.0 (76 hours per fortnight)
Position Classification:	Salary level 3 – 4
Wellness days:	2 Wellness days per calendar year (more than 0.5 FTE)
District and Remote Allowances:	Team members located in regional WA may be entitled to payment of District and Remote allowances.
Salary Packaging	Permanent team members salary packaging available up to \$15,900 <i>*HelpingMinds recommends team members seek independent advice prior to salary packaging**</i>

ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- A relevant tertiary qualification in a human resources discipline and/or substantial demonstrated relevant experience
- National Police Clearance (within 6 months)
- Proof of eligibility to work in Australia will be required

EXPERIENCE, SKILLS AND KNOWLEDGE

- Demonstrated experience in a leadership and/or mentoring role
- A focus on leading, empowering and upskilling teams, taking accountability and responsibility for day-to-day operations of the reporting function
- Significant experience in a human resources role which must include experience providing and dealing with employment relations/ industrial relations advice
- Understanding of basic workplace health and safety initiatives, systems and processes
- An interest in workplace health and safety practices and willingness to learn
- Demonstrated professional verbal and written communication skills with the ability to effectively engage and build rapport with applicants, management and staff at all levels
- Demonstrated capacity to promote and uphold positive initiatives and values as well as discretion and confidentiality
- High level of proficiency regarding knowledge of Microsoft Office software
- Strong time management and organisational skills with excellent attention to detail
- Demonstrated positive and proactive approach with a commitment to working towards organisational growth and development
- Strong ability to work autonomously and within a team environment

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DESIRABLE SELECTION CRITERIA

- Experience in a not-for-profit organisation
- Current 'C' class Driver's Licence

TEAM MEMBER DECLARATION

I have read and understand the responsibilities and duties set out in this job description.

Signed: _____

Date: ____/____/____

Print name: _____

HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the [HelpingMinds website](#)

This document can be made available in alternative formats on request for a person with a disability.