

Position Description



Title:	Workforce Development Officer
Business Unit:	Rostering and Workforce Management
Location:	280 Thomas St, Dandenong
Employment type:	Full Time Ongoing
Reports to:	Team Leader Rostering and Workforce Management

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

Position purpose

The Workforce Development Officer is responsible for coordinating administration support to youth residential care operations across the East and South, with a particular focus on workforce development.

It is an expectation that the incumbent will be confident to work autonomously, communicate effectively with all stakeholders, and that they would foster excellent working relationships at the site where they are located.

Scope

Budget: Nil

People: Nil

Relationships

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|------------------|---|
| Internal: | <ul style="list-style-type: none">• Senior Program Management• Staff, volunteers and contractors• Uniting Corporate, Support Services and Mission divisions |
| External: | <ul style="list-style-type: none">• Key partners, community services networks and peak bodies |

Key responsibility areas

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| Workforce development | <ul style="list-style-type: none">• Develop, manage and review the overall youth residential care workforce strategy alongside the Leadership team• Lead and coordinate intensive recruitment activities in consultation with the Leadership team, including screening and shortlisting candidates, arranging and |
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conducting interviews, completing reference checks, and implementing relevant organisational processes to make job offers and onboard new staff

- Support the development, implementation and review of staff retention strategies
- Support the arrangement of minimum qualification training for successful candidates, where relevant
- Provide project management services to support and progress administration and workforce development objectives
- Provide regular reports on workforce development and related issues (staffing, opportunities, planning, compliance etc.), including working with the Leadership team to develop remedial action plans, as required
- Support the delivery of presentations on data and trends to identify and problem-solve challenges impacting on staffing and program performance.
- Embed strong risk management practices and foster a culture where risks are identified and appropriately managed.
- Implement strategies to improve the efficiency and effectiveness of human resource processes.
- Assist with organisational requirements of events, forums and meetings as required, including invitations, room bookings, catering, agendas and minutes.
- Other duties as required

Finance

- Provide budgeting and financial management support including accounts payable/receivable, client fees, spending, debtor follow up, petty cash, banking and reconciliation, and database entry tasks, as required.
- Process invoices and liaise with Uniting finance department.
- Prepare end of month reports, as required

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position

Person specification

Qualifications

- Certificate/ Diploma in Business Administration or relevant experience (desirable)

Experience

- Demonstrated experience in relevant administrative and/or human resources roles (essential)
- Experience in a human services organisation (desirable)

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Core selection criteria

- **Values alignment** - Ability to demonstrate and authentically promote Uniting's values
- **Organisation skills** - Excellent organisational skills, including demonstrated ability to set priorities, meet deadlines, work with minimal supervision and under pressure
- **Communication** - Excellent interpersonal and communication skills across a broad range of stakeholders; ability to prepare clear and engaging written communication
- **Technical skills** - High level of attention to detail and accuracy; well-developed numeracy skills; high level computer literacy skills including demonstrated experience in Microsoft Office; knowledge of Client Management Systems/Databases or the ability to quickly develop competency in the use of such systems
- **Team work** - Ability to work as a cooperative and collaborative team member
- **Problem-solving** - Proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment
- **Confidentiality** - Experience in handling sensitive information and maintaining privacy

Other

- Current driver's license (Victoria)
- A satisfactory national police records check is a condition of this position and repeated every three years
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health & Safety etc.)

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.