

POSITION DESCRIPTION

Issue date:
Reviewed by:
Approved by:
Review date:

Role:	People Operations & Safety Manager
Employment type:	Full Time
Department/team:	Workforce, Inclusion & Enablement
Position reports to:	General Manager, Workforce, Inclusion & Enablement
Direct reports:	NIL
Award classification:	N/A
Location:	Melbourne, VIC
Hybrid working:	Minimum 2 days per week (full-time) in office unless otherwise agreed
Organisation overview:	<p>SANE is Australia's leading NGO for complex mental health. We are a medium-sized organisation (100 people with 60 volunteers) but we are driven, passionate and engaged. Our vision is an Australia where people affected by complex mental health issues live long and fulfilling lives, free from stigma and discrimination.</p> <p>We provide unique mental health services to those most in need, including counselling, peer support, groups, online forums and art programs. In addition, we educate, reduce-stigma, advocate and drive systemic change.</p>
Position contact:	<p>Name: Jessica Hill</p> <p>Position: General Manager, Workforce, Inclusion & Enablement</p> <p>Email: jess.hill@sane.org</p>

POSITION PURPOSE

This purpose of this role is to manage and deliver the overall people operations and compliance along the overall employee lifecycle. This role partners with management, providing quality advice on people operations, compliance and safety. This role is the custodian of a safety-first culture at SANE, enabling and implementing organisational requirements to deliver a safe workplace for a front-line mental health workforce and lived experience staff.

Work Environment

SANE offers a supportive work environment and structures shifts to ensure sufficient time for self-care, case notes and annual training.

SANE is a leader in innovation, and our services continue to evolve in response to codesign and feedback from participants and members of our communities. To be successful in a role at SANE requires resilience, adaptability and open-mindedness.

SANE supports people with complex mental health issues and our work is incredibly rewarding.

In the course of work, you may regularly engage with people who are at times experiencing anxiety, frustration, anger, loneliness, psychosis or suicidal ideation, or who disclose experiences of trauma. SANE provides training and access to senior support, clinical practice training as well as providing all frontline staff with supervision. Skills in empathy, creating and maintaining safety, boundaries and de-escalation are essential for this role.

KEY FUNCTIONS

Key Relationships

- Workforce team
- Payroll and Finance
- Managers
- Employees

Key Accountabilities

- Provide industrial relations and employment relations advice to managers
- Develop, implement and evaluate SANE policies and procedures in accordance with legislative and award obligations
- Assist managers and supervisors with performance management and disciplinary procedures in accordance with the Fair Work Act, Awards and other legislation.
- Support organisational people managers to effectively manage grievance processes with a positive 'how can I help' and Continuous Quality Improvement mindset.
- Oversight of all Talent Acquisition requirements including by not limited to scoping position descriptions, recruitment and selection, and maintaining requisition controls and approvals. Responsible for ensuring a stable workforce with less than 5% vacancies/open roles at any time.

- Manage and deliver the recruitment, selection and exits processes with support from the Workforce Experience Coordinator.
- Support the Workforce Experience Coordinator with recruitment overflow
- Custodian of SANE's Award and Contract templates and processes.
- Be the liaison between Workforce and Payroll/Finance, and troubleshoot issues as they arise.
- Maintain HR legislative and learning reporting records to meet our contractual obligations and provide legislative compliance reports.
- Participate in the development, implementation and review of HR policies, procedures and processes, ensuring they are compliant and up to date.
- In conjunction with managers and the Workforce Experience Coordinator, ensure organisational documents are kept up to date, including HRIS data, people systems data, policies, procedures, templates and ensure that HR resources, forms and documents are up to date and accessible by staff .
- Work with the GM Workforce, Inclusion & Enablement following the development of the strategic safety vision for SANE and implement initiatives that deliver to the strategic vision. This includes actively referring to Codes of Practice, Regulations and Australia Standards to inform safety approaches.
- Lead the development and implementation of all WHS policies, processes, health and well-being initiatives, risk assessments, hazard reviews, SOPs, contractor management, employee case management, return to work, etc.
- Positively contribute to SANE's culture, acting a catalyst for culture change

KEY SELECTION CRITERIA

Qualification & Experience

- HR Manager experience or Senior Business Partnering experience within a fast paced environment
- Business or Commerce Tertiary Qualifications
- Safety Qualifications or a minimum 5 years' experience responsible for Safety.
- Solid IR/ER experience and knowledge of applicable Awards.

Skills & Knowledge






- Excellent written and verbal communication skills
- Full understanding of the employee lifecycle and best practices
- Strong attention to detail
- Continuous improvement mindset, seeks out opportunities to improve or enhance current processes and practices
- Demonstrated ability to give accurate and tailored advice to managers and employees

- Project management skills, including writing and executing project plans
- Experience using an integrated HRIS
- Ability to navigate complexity, confidentiality, and sensitives that arise in the course of this role

HIGHLY DESIRABLE

- Previous experience in the not for profit sector

VALUES AND BEHAVIOUR

SANE Values	Expected Behaviours
 Respect	<ul style="list-style-type: none"> ▪ focus on the whole person and their strengths, not the illness, and believe everyone is entitled to a better life. ▪ treat everyone with grace and dignity while welcoming robust and constructive discussion. ▪ communicate our appreciation to those who give their time, advice, and financial resources.
 Collaboration	<ul style="list-style-type: none"> ▪ partner with others who share our vision, values, passion, and commitment. ▪ work with people with lived experience of complex mental health issues to build better services, policies, and programs. ▪ encourage and support each other to do the best work we possibly can by listening, communicating, and working as one team.
 Responsibility	<ul style="list-style-type: none"> ▪ do what is right, however difficult that might be. ▪ are accountable for the decisions we make. ▪ take good care of our physical and mental health and seek help when we need it.
 Celebration	<ul style="list-style-type: none"> ▪ celebrate great achievements (big or small) by ourselves and others. ▪ warmly welcome everyone who comes through our doors, and we create a fun, flexible and inspiring workplace that fosters personal and professional growth. ▪ broadcast to the world heroic stories of courage, resilience, and recovery.
 Innovation	<ul style="list-style-type: none"> ▪ have a passion for learning and disseminating creative solutions to real-world problems. ▪ embrace technology to build community and provide helpful information. ▪ seek out new ways to have greater impact through research, testing, and evaluation – always informed by people's lived experience of complex mental health issues.

PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to:

- Reference Checks
- Right To Work in Australia
- National Police Check
- Working with Children Check

OTHER INFORMATION

Note: The requirements and responsibilities contained in this position description are not intended to be all-inclusive, they may be changed by a manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed to by the incumbent and manager before inclusion. This role description should be reviewed formally during an annual planning and performance assessment process in consultation with People and Culture as required.

Equal Opportunity and Diversity Statement



SANE is an equal opportunity employer and is committed to providing a safe, culturally appropriate, inclusive service for all people, regardless of their ethnicity, faith, disability, sexuality, or gender identity. We are dedicated to developing and supporting a workforce that is well-equipped and motivated to make a real difference in the lives of people affected by complex mental health issues.

SANE strives to have a rich, diverse workforce which includes employing people with lived experience of mental health issues, Aboriginal and Torres Strait Islander people, people with disabilities, people from CALD and LGBTQIA+ communities, and people of all ages. We believe in building an inclusive workforce that sees human difference as a strength and supports our vision for all Australians affected by mental health issues to lead long and fulfilling lives, free from stigma and discrimination.

Acknowledgments



SANE acknowledges the Aboriginal and Torres Strait Islander peoples as traditional custodians of the land on which it operates, and pays respect to Elders past, present and emerging.