# Human Resources Manager

| Document Record | | | | |
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| Document Code | Version | Last Review Date | Next Review Date | Document Owner |
| DBO-POS-0481 | 2 | 28/10/2026 | 28/10/2028 | Director Business Operations |

| CONTENT | POSITION DESCRIPTION |
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| **Employment Conditions** | **Employment Type:** Part-time, 0.8 EFT (30.4 hours per week), plus reasonable additional hours and after-hours responsibilities as required<br>**Remuneration Band:** $130,000–$150,000 per annum full-time equivalent, applied pro rata at 0.8 EFT ($104,000–$120,000 per annum), plus superannuation and access to salary packaging benefits (up to $15,900), subject to eligibility<br>**Industrial Coverage:** Award and agreement free. Terms and conditions of employment, from the date of commencement, are contained in the Contract of Employment and the organisation's policies and procedures, with conditions otherwise informed by the current ***Latrobe Valley Village Enterprise Agreement***.<br>**Location:** Newborough VIC (on-site)<br>**Responsible Person:** This position is a Responsible Person role under the Aged Care Act 2024 |
| **Role Description** | The Human Resources Manager is a senior leadership role that helps build a capable, engaged and compliant workforce to support the delivery of safe, high-quality, person-centred residential aged care and community services. The role is responsible for workforce strategy and planning, recruitment and retention, employee and industrial relations, workforce compliance, learning and development, people systems and organisational culture.<br><br>Working closely with executive and operational leaders, the position provides expert advice and support to managers and employees and ensures compliance with relevant legislative, industrial and regulatory requirements, including the Aged Care Act 2024 and Strengthened Aged Care Quality Standards. The role manages and supports routine employee and industrial relations matters, with specialist advice available for complex or legal matters where approved. |
| **Duties and Responsibilities** | **1. Workforce Strategy and Planning**<br>• Develop and implement workforce strategies aligned with organisational objectives and service requirements<br>• Lead workforce planning activities, including forecasting, succession planning and workforce risk management<br>• Monitor workforce data and trends to support informed decision-making and continuous improvement<br>**2. Recruitment and Workforce Resourcing**<br>• Lead recruitment, selection, onboarding and workforce attraction activities, with administrative support from the Human Resources Administrator<br>• Develop strategies to address workforce shortages and improve retention<br>• Establish and maintain relationships with relevant education, training and recruitment providers<br>**3. Human Resource Management**<br>• Lead the development and continuous improvement of HR policies, procedures and |

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| | systems<br>• Ensure employment records and documentation are maintained in accordance with legislative and organisational requirements<br>• Provide professional HR advice and support to managers and employees<br>**4. Performance, Learning and Development**<br>• Lead performance management processes and support managers in managing employee performance and conduct<br>• Develop and maintain learning and development programs<br>• Ensure mandatory training, qualifications, competencies and registrations are monitored and maintained<br>• Support workforce capability and professional development initiatives<br>**5. Employee and Industrial Relations**<br>• Interpret and apply the Enterprise Agreement, relevant modern awards and employment legislation, and advise managers on their employment obligations<br>• Manage and support routine employee and industrial relations matters, including grievances, investigations and workplace consultation processes<br>• Identify employment and industrial relations risks and escalate complex matters to the Director Business Operations and CEO<br>• Coordinate specialist support for complex or legal matters through the organisation's VCCI membership and external employment law advice, where approved by the CEO<br>• Contribute to and participate in enterprise agreement negotiations, with third-party support for bargaining<br>• Promote respectful, inclusive and values-based workplace practices<br>**6. Workforce Compliance and Governance**<br>• Ensure workforce systems and practices comply with legislative, regulatory and organisational requirements<br>• Maintain oversight of employment screening and other workforce compliance obligations<br>• Coordinate compliance requirements relating to employer-sponsored migration arrangements<br>• Support accreditation, audit and quality review activities and manage workforce-related risks<br>**7. Leadership and Culture**<br>• Provide leadership, supervision and support to the Human Resources Administrator.<br>• Act as a trusted adviser to executive and operational leaders on people, workforce and culture matters<br>• Foster a positive workplace culture that supports engagement, wellbeing, accountability and continuous improvement<br>• Promote organisational values and person-centred care principles<br>**8. Additional Requirements**<br>• Participate in after-hours support for urgent workforce and employee matters, limited to essential circumstances<br>• All other duties relevant to the position as directed by the Director Business Operations |

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<tr><th>CONTENT</th><th>POSITION DESCRIPTION</th></tr>
<tr><td>Key Performance Indicators</td><td>The Human Resources Manager will be accountable for:<ul><li>Workforce compliance with legislative and regulatory requirements</li><li>Effective workforce planning outcomes</li><li>Recruitment, retention and vacancy management performance</li><li>Completion of mandatory training and workforce credential requirements</li><li>Timely and effective resolution of employee relations matters, with complex matters escalated appropriately</li><li>Successful workforce-related audit and accreditation outcomes</li><li>Delivery of workforce reporting, workforce initiatives and continuous improvement activities</li><li>Positive employee engagement and organisational culture outcomes</li></ul></td></tr>
<tr><td>Position Success Profile</td><td>Success in this role will be demonstrated through:<ul><li>Sustained delivery against the Key Performance Indicators</li><li>A capable, engaged and accountable workforce</li><li>Effective workforce planning practices</li><li>Robust workforce governance and compliance systems</li><li>Trusted HR support to managers and employees</li><li>Strategic contribution to organisational objectives and quality care outcomes</li></ul></td></tr>
<tr><td>Performance Review</td><td><ul><li>6-month Probationary Review, then annually or as requested by employer or employee or as required under the Contract of Employment</li></ul></td></tr>
<tr><td>Supervision and Reports to</td><td><table>
<tr><td>Reports to (Operational):</td><td>Director Business Operations (DBO)</td></tr>
<tr><td>Accountable to (Strategic):</td><td>Chief Executive Officer (CEO) for organisation-wide workforce, culture and people strategy matters</td></tr>
<tr><td>Provides Reports To:</td><td>CEO and relevant Board Committees as required</td></tr>
<tr><td>Direct Report:</td><td>Human Resources Administrator (1.0EFT)</td></tr>
<tr><td>Accountability to (Clinical):</td><td>Director Resident Care (DRC) for matters relating to the care staff cohort</td></tr>
<tr><td>Collaborates With:</td><td>Director Resident Care (DRC), Department Managers, Clinical Coordinators, Care, Hotel and Administration Staff, External Auditors</td></tr>
<tr><td>Specialist Support:</td><td>Victorian Chamber of Commerce and Industry (VCCI) and external employment law advisers, as approved by the CEO</td></tr>
<tr><td>Liaises With:</td><td>Residents, Families, Regulatory Bodies, External Stakeholders</td></tr>
</table></td></tr>
<tr><td>Delegations and Authority</td><td>The Human Resources Manager is authorised to:<ul><li>Lead recruitment and workforce initiatives</li><li>Provide advice on HR, workforce, employment and industrial relations matters</li><li>Manage routine employee relations matters and coordinate performance management processes</li><li>Recommend workforce strategies, policy changes and organisational improvements</li><li>Recommend the engagement of external industrial relations or employment law advice, subject to CEO approval</li><li>Escalate significant workforce incidents, industrial relations matters, compliance breaches or workforce risks through the executive management team</li></ul></td></tr>
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| **Professional Conduct** | • A high standard of personal appearance and conduct is expected of every employee, that is: clean, neat, tidy, punctual and respectful language and manner toward residents, visitors and to other staff members<br>• At NO TIME must information related to a resident/family or staff member be discussed with anyone other than the relevant staff member/care professional providing care/service<br>• A flexible, and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected<br>• Demonstrate conduct and behaviours consistent with the LVV Values Statement and the Strengthened Aged Care Quality Standards |
| **Work Health & Safety (WH&S)** | • Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self<br>• Reports immediately, any equipment or situation, which is hazardous, or has the potential to be a safety issue<br>• Participates in problem solving processes to resolve WH&S issues |
| **Continuous Quality Improvement** | • Provides competent care/service in accordance with the organisation's documented policies and procedures, legislative requirements relevant to role<br>• Completes an Improvement Form when there is an identified need to improve<br>• Actively participates and contributes to continuous quality improvement activities, which promote continuous improvement to care/service provided, such as, follow up of Improvement Forms, staff meetings, working parties, ongoing education, internal assessment and review of procedures, evaluation of new products and equipment |
| **Ongoing Professional Development / Mandatory Training** | • Participates in in-service and continuing education, including the completion of mandatory training<br>• Maintains membership of relevant professional groups and or associations including professional registration<br>• Works toward annual training objectives following appraisal to ensure skills and knowledge to fulfil role<br>• Participates and contributes to the training and development plan for professional advancement |
| **Qualifications** | **Mandatory**<br>• Bachelor degree in Human Resource Management, Business, Industrial Relations or a related discipline<br>**OR**<br>◦ Equivalent senior human resources management experience and demonstrated professional capability sufficient to meet the organisation's regulatory obligations, including Responsible Person suitability requirements under the Aged Care Act 2024<br>**Desirable**<br>• Membership of the Australian HR Institute (AHRI) at an appropriate professional level, or eligibility to obtain membership |

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| **Skills and Knowledge** | **Mandatory**<br>• Strong knowledge of enterprise agreements, modern awards, Australian employment legislation and industrial relations frameworks<br>• Strong leadership, relationship management and influencing skills, including the ability to coach and support managers<br>• Strong verbal and written communication and interpersonal skills<br>• Sound analytical, problem-solving and decision-making skills<br>• Competent digital literacy, including HR information and workforce management systems, workforce reporting and analytics, and the responsible use of AI tools with appropriate privacy, confidentiality and human oversight safeguards (Microsoft Copilot preferred)<br>• Professionalism, discretion and confidentiality<br>**Desirable**<br>• Knowledge of the Aged Care Act 2024 and Strengthened Aged Care Quality Standards |
| **Experience** | **Mandatory**<br>• Demonstrated experience in a senior human resources, workforce or people and culture role<br>• Experience in workforce planning, recruitment and employee retention<br>• Experience managing employee and industrial relations matters<br>• Experience developing HR policies, procedures and workforce initiatives<br>• Experience leading or supervising staff<br>**Desirable**<br>• Experience in aged care, health, disability (NDIS), community services or a similarly regulated sector<br>• Exposure to workforce management and rostering systems such as Emprevo, and aged care management systems such as AIM or similar<br>• Experience supporting accreditation, quality improvement and regulatory compliance activities<br>• Experience managing employer-sponsored visa arrangements and associated compliance requirements |
| **Responsible Person Requirements** | **Responsible Person**<br>• This position is a **Responsible Person** role as defined by section 12 of the Aged Care Act 2024 (Cth) (AC Act). As a condition of employment, the individual is required to undergo and maintain assessment of Responsible Person Suitability Matters in accordance with section 13 of the AC Act. Suitability assessments are conducted upon appointment and reviewed annually, or at any other time as required by the Employer to ensure ongoing compliance with legislative obligations.<br>• Employees appointed to positions classified as Responsible Persons must notify the Employer in writing of any change in circumstances relating to a Responsible Person Suitability Matter within 14 days of becoming aware of the change. The notification must include sufficient details of the change in circumstances to enable the Employer to assess any impact on the individual's ongoing suitability to perform the role.<br>• Failure to comply with these obligations may affect the individual's eligibility to continue in a Responsible Person role and may result in action being taken in accordance with the Employer's policies and applicable legislation. |

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| **Screening Requirements** | **Screening Requirements**<br>• Provision of a current (within 12 months) National Police History Check prior to commencement with subsequent checks required every 3 years thereafter<br>• Provision of Commonwealth of Australia Statutory Declaration – (Residency/Offences) upon commencement<br>• An NDIS Worker Screening Clearance may also be requested<br>• The appointee must not be subject to a banning order under the Aged Care Act 2024 or the National Disability Insurance Scheme Act 2013. The Aged Care Quality and Safety Commission Register of Banning Orders and the NDIS Commission compliance and enforcement actions register will be checked prior to appointment |
| **Key Selection Criteria** | **1. Employment and Industrial Relations**<br>Proven ability to interpret and apply enterprise agreements, modern awards and employment legislation, and to manage employee relations, performance and grievance matters fairly while maintaining a positive, person-centred workplace culture.<br>**2. Workforce Planning, Attraction and Retention**<br>Demonstrated experience in workforce planning, recruitment and retention, including wellbeing and flexible working initiatives that support a diverse workforce in a 24/7 operating environment.<br>**3. Workforce Compliance and Capability**<br>Experience maintaining workforce compliance, including mandatory staff screening, training, qualifications and registrations, and developing learning and development initiatives that support organisational performance and regulatory requirements.<br>**4. Workforce Data, Systems and Reporting**<br>Demonstrated ability to maintain accurate employment records, analyse workforce data and prepare reports that support evidence-based decisions, using HR systems and technology, including AI tools, safely with appropriate privacy and confidentiality safeguards.<br>**5. Leadership and Collaborative Relationships**<br>Proven ability to influence, coach and support managers and to build collaborative relationships across multidisciplinary teams, including executive management, care and lifestyle staff, accommodation services (food and environment), administration staff and unions as required. |
| **How to Apply** | Please provide examples of your experience against the Key Selection Criteria in your cover letter or application.<br>1. Prepare your resume and cover letter, addressing the Key Selection Criteria; and<br>2. Submit your application via SEEK or directly to hello@fullcirclehr.com.au.<br>All applications will be received and considered by Full Circle HR & Business Services on behalf of Latrobe Valley Village. Applications that do not address the Key Selection Criteria may not be considered. No agency referrals accepted. Shortlisted candidates may be contacted for an interview throughout the vacancy period.<br>Latrobe Valley Village is an Equal Opportunity Employer and welcomes applications from people of all backgrounds. |
| **I have read and understood this Position Description and understand the requirements of this appointed position** | |
| **Employee Name:** | |
| **Employee Signature:** | |
| **Date:** | |