

Position Description

Private and Confidential

Human Resources Business Partner

The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill], Translinc [Central West NSW], Nambucca Valley Phoenix, Open Arms Care [Mid North Coast NSW] and Leapfrog Ability [Hunter NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Human Resources Business Partner
Location:	Orange
Job Type:	Permanent fulltime
Reports to:	Human Resources Manager
Direct reports:	Nil

Service Description

The LiveBetter People & Culture team is responsible for the strategic and operational delivery of People & Culture functions across the whole organisation. The team is dedicated to providing a high level of customer service and support to all stakeholders. The team delivers operational services and provides business partnering, leadership and advice across all People & Culture functions including WH&S, payroll, learning & development, recruitment, onboarding, industrial relations and all other related people matters that impact our organisation.

Key Position Responsibilities

The primary function of the role is to work closely with the assigned LiveBetter Service teams to create and implement effective HR initiatives to aid workforce performance, culture and capability. This includes consulting with the business managers and working with them to develop and implement solutions across all people matters including planning, resourcing, onboarding, industrial matters, recruitment support, talent management, performance management, diversity, wellbeing, remuneration and benefits. The Human Resource Business Partner also contributes to organisation wide HR initiatives.

Some of the primary responsibilities include working with the assigned service team(s) to:

- Understand the service team strategy, the current status and needs, and assist them to develop their supporting people strategy
- Ensure the service team people strategy is in line with the broader LiveBetter people strategy
- Share responsibility with the service team for the implementation of people related initiatives
- Be the single point of contact on HR matters and provide strategic and tactical human resources advice
- Take key accountability for human resource deliverables, working with the service team managers and leveraging internal and external resources, policies, processes and systems as appropriate
- Assisting the service team to deliver on growth and change targets through active management of resourcing needs, performance management and capability development
- Consulting with all levels of the service team and assisting with delivery of HR services including planning, resourcing, onboarding, industrial matters, recruitment support, talent management, performance management, diversity, wellbeing, remuneration and benefits.
- Provide service team input in to organisation wide programs and assisting with organisation wide HR initiatives including projects, policy development, tools, templates, communications initiatives and capability development
- Coaching and mentoring the service team managers on people matters and provoking positive change in people management
- Building strong stakeholder relationships to assist in achieving business objectives

Risk

All staff must be aware of operational and business risks.

They should:

- Provide input into various risk management activities assist in identifying risks and controls
- Report all emerging risks, issues and incidents to their manager or appropriate officer

Person Specification

Essential

- Degree qualification in Human Resource Management or related field.
- 5 or more years of experience in human resources field.
- Proven experience in developing relationships at a variety of levels, developing personal credibility and influencing management.
- Strong analytical and numeracy skills with ability to analyse information and formulate effective pragmatic solutions to meet business requirements.
- Self-motivated and able to work independently on multiple activities, prioritise and adapt to changing conditions.
- Effective verbal and written communication skills.
- Pragmatic customer focused style with excellent judgement.
- Ability to work effectively in a team environment as well as independently, whilst enjoying a degree of responsibility in your position.
- Demonstrated ability to plan and lead difficult conversations and to negotiate.
- Current drivers licence and willingness to travel as required for the position.

Desirable

- Experience across a range of human resource functions with a track record of delivery, ideally as a Human Resource Business Partner.
- Experience in developing and implementing improvements to Human Resource services.
- Demonstrated ability to coach and mentor managers on people matters and provoke positive change in people management.

Other requirements

1. Pass a National Criminal History Check and a pre-employment medical assessment (including drug and alcohol screening)
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role
3. Ability to be flexible with work hours to meet reasonable demands of the position

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			