

Our Vision	All children have the best start in life
Our Role	Partnering with families and communities to enable children to thrive
Our Values	<p>Listen, understand and learn</p> <p>Embrace cultures, communities and families</p> <p>Celebrate unique strengths and experiences</p> <p>Inspire each other to grow and thrive</p> <p>Nurture kindness and the joy of play</p> <p>Strive to deliver the best outcomes and care</p>

1. Introduction

QEC is proud to be Victoria’s largest provider of residential and community-based early parenting services.

Formed in 1917, QEC is also a public hospital and community service organisation. We are passionate about supporting families to grow, parents to blossom and children to thrive.

QEC delivers a variety of services and support programs to families with young children (aged from newborn to 4 years of age) in partnership with government and not for profit partners.

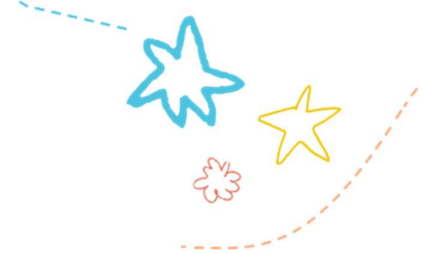
QEC promotes the safety, wellbeing and inclusion of all children. Many families experience various challenges that, from time to time, may impact on their ability to nurture and support the growth and development of their young children. QEC offers a community of support to families if and when we are needed.

QEC programs are research-informed and tailored to meet the unique needs of each family. Our work equips families to best nurture, protect and enhance their children’s safety, health and development.

QEC’s multidisciplinary team of experienced professionals are committed to partnering with families to achieve the best outcomes for children. Our team includes Maternal and Child Health, Paediatric, Mental Health and General Nurses, a Medical Practitioner, Midwives, Psychologists, Social Workers, and Early Parenting Practitioners.

With service locations based at Noble Park, Mentone, Wodonga, Preston, Dandenong, Carrum Downs, Morwell and Bairnsdale, QEC are committed to providing services that are accessible to families across Victoria.

We acknowledge all Aboriginal and Torres Strait Islander peoples as the traditional owners of the lands on which we walk, live and raise our children. We pay our respects to traditional owners past, present and future and acknowledge the importance of children being raised with connections to culture, community and family.



2. Position Profile

Position Objective

The People, Culture & Safety Business Partner will provide professional advice and support to the organisation on a range of workforce matters including (but not limited to), Enterprise Agreement interpretation, employee relations, recruitment and talent management, remuneration, on boarding, orientation, payroll support and performance development. The role will also undertake employment administration activities and support the delivery of a range of workforce support initiatives in accordance with the People, Culture and Safety Plan and QEC Operational Plan.

Position Details

Location	53 Thomas Street, Noble Park (Temporarily at Mentone until April 2024)
Hours	1.0 - 0.8 FTE
Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification	Grade 4
Reports to	Manager People, Culture & Safety
Supervises	N/A
Internal Liaisons	People, Culture & Safety Team QEC Leadership & Payroll Teams QEC Employees
External Liaisons	Other key stakeholders & service providers External employment candidates



3. QEC Programs

QEC provide a variety of programs to families across Victoria, from our Residential and Community Sites.

Parenting Assessment and Skill Development Service (PASDS) residential

PASDS is provided to families with children aged under 4 years at high risk of harm, who are referred by the DFFH Child Protection service. The program is operated in accordance with specific protocols that provide a framework for assessment of parenting capacity, and planned interventions to support and develop parenting skills. A residential program (based at the Noble Park Site) will run for 10 days.

PASDS home based

A community-based program run in the home and is based on hours of service deliver that a family requires to meet their circumstances, as per paragraph above. Location of Community Based PASDS Services:

- Southern Region program (operates from QEC Carrum Downs site)
- North and West Region program (operates QEC from Preston site)
- Gippsland Region program (operates from QEC Morwell and Bairnsdale sites)
- Hume Region program (operates from QEC Wodonga site)

Residential Program

The Residential Program offers an intensive style of support and care for families who are experiencing a range of difficulties with their young children aged from birth until prior to turning 4 years of age. The residential stay can be 2 night/ 4 nights or 4-night telehealth. Families are provided with practical support, education and advice whilst staying at QEC.

Individual Child and Family Support Programs

The Individual Family and Child Support Programs provide families with home-based parenting support for fixed periods: 10 hours, 40 hours or 110 hours.

Location of Individual Family and Child Support Programs:

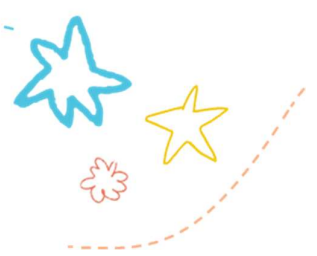
- Gippsland Region program (operates from QEC Morwell)
- Hume Region program (operates from QEC Wodonga site)

Parenting Plus

Parenting Plus is a flexible home-based program, providing parenting support and coaching to families with children aged under 4 years. The program delivers early intervention to families experiencing sleep and settling difficulties and those with significant parenting challenges.

Location of Parenting Plus Services:

- Southern Region program (operates from QEC Carrum Downs site)

**Day Stay, Play Steps, Assessment and Intake**

The Day Stay program offers families with young children aged from birth until prior to turning 4 years of age, support and education to deal with sleep and settling issues. Offered as full day admission

The Play Steps program is an evidence-based program facilitated in a group setting. Focussing on parent child relationship. Play steps is run for in 8-week cycles.

Specialised Interventions - Stronger Families

Specialised Interventions - Stronger Families is an intensive home visiting program targeting families with children under 4 years of age families referred to this program are enrolled in a family preservation and unification response program with QEC or a partner agency.

Location of Specialist Interventions - Stronger Families:

- Southern Region program (operates from QEC Carrum Downs site)
- North and West Region program (operates QEC from Preston site)
- Gippsland Region program (operates from QEC Morwell and Bairnsdale sits)

Family Preservation and Reunification Response (FPRR)

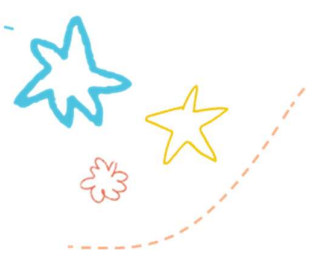
FPRR is an intensive 240-hour home visiting program targeting families with children involved with the Child Projection system, from birth to 5 years of age (including children subject to an unborn report).

The FPRR model is an integrated and evidence-informed approach supporting children and families in partnership with Child Protection to: Keep children safely at home, prevent children and young people entering care services and support children and young people currently in care to safely reunify with their family.



4. Key Accountabilities

- Provide timely, professional HR support and advice to QEC managers, leaders and employees
- Ensure that advice provided is consistent with relevant industrial instruments, legislation and QEC policy and procedures
- Manage all talent attraction and on boarding activities for assigned client portfolio;
- Maintain effective, efficient recruitment standards and practices to ensure QEC attracts highly skilled candidates
- Partner with managers to develop proactive recruitment strategies to minimise vacancy rates and time to fill and support workforce planning
- Support hiring managers with recruitment campaigns, to support merit-based appointments and a positive candidate experience through all stages of the recruitment process
- Assist with preparation of interview guides, conducting interviews, arranging psychometric testing, reference checks, panel interviews and other supporting methodologies
- Coordinate new employee pre-employment checks for new employees to ensure all requirements are met prior to employment commencement
- Support the onboarding and induction process for all new employees in partnership with relevant managers
- Facilitate the new starter corporate Orientation Program
- Contribute to the review and development of QEC's People, Culture and Safety policies and procedures in accordance with relevant legislation
- Provide practical advice in coaching and supporting managers to improve the employment experience from first point of engagement.
- Within scope of role, support managers and employees with employee relations queries, concerns and performance management
- Provide Enterprise Agreement interpretation for managers and staff and payroll
- Assist in payroll processing as required
- Provide support in Enterprise bargaining activities
- Identify key People, Culture & Safety risks and propose agreed strategies to mitigate those risks
- Lead implementation of annual workforce People Matter Survey and identify opportunities to further strengthen employee engagement
- Monitor compliance of mandatory employment requirements of workforce and promptly escalate any concerns or risks to Manager



- Provide guidance to employees and managers in preparing for the annual performance development and review processes and monitor program compliance
- Prepare regular workforce and People and Culture reports as required and maintain current monthly workforce Corporate Key Performance Indicator data
- Administrator the Easy Employer system and manage transactions such as maintaining employee profiles, actioning employment variations, rosters and training of employees as required
- Monitor compliance of mandatory employment requirements of workforce and promptly escalate any concerns or risks to Manager
- Support the implementation of People, Culture and Safety strategic plan and Corporate Services Operational Plan and relevant initiatives
- Provide support for employee return to work
- Support Equity and Inclusion activities
- Daily proactive management of the People & Culture inbox to ensure queries are promptly responded to
- Coordinate training and development activities as required
- Contribute to People and Culture improvement projects
- Undertake other duties as assigned by the Manager People, Culture and Safety



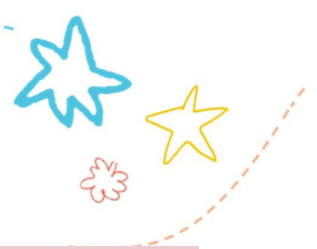
5. Key Selection

Essential Criteria

- A tertiary qualification in Human Resources, Business, or related discipline
- Experience in talent acquisition and sourcing candidates in a niche candidate tight market
- Problem solving and decision-making skills, particularly with respect to the development and implementation of workforce initiatives/solutions.
- Confidence in Enterprise Agreement interpretation
- Demonstrated positive stakeholder engagement and communication skills.
- Exceptional organisational skills and proven ability to manage multiple tasks and deliverables
- Current Working with Children Check
- Consent to undertake National Police Record Check
- Current Australian Work Rights
- Evidence of up to date immunisation status as per the National Immunisation Schedule
- Current COVID-19 Vaccination
- Current Victorian Driver’s License
- High level of confidentiality
- Well-developed interpersonal and communication skills
- Demonstrated capacity to work collaboratively with others.
- Friendly and professional demeanor
- Excellent attention to detail
- Excellent written communication skills

Desirable Criteria

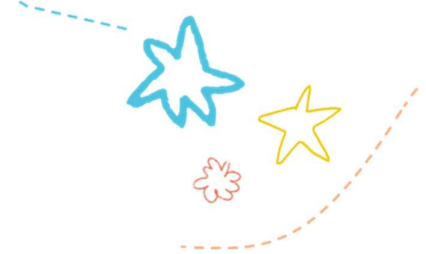
- Experience working in a health or welfare sector environment is highly desirable.
- Previous experience using a HRIS or electronic recruitment system.
- Training and facilitation skills and experience

**Personal Attributes Refer to VPSC Capability Framework**

- **Integrity** - Operates in a manner that is consistent with the organisation's code of conduct. Builds trust through consistent actions, values and communication. Treats all sensitive information with utmost confidentiality.
- **Relationship Building and Collaboration** - Establishes and maintains positive work relationships, promotes consensus through diplomatic handling of agreements, forges useful partnerships with people, builds trust through consistent actions, values and communication.
- **Organisational and Time Management Skills** - Reliable and punctual. Manages own work time effectively and prioritises work tasks, seeking advice when needed.
- **Empathy and Cultural Awareness** - Communicates well with, relates to and sees issues from the perspective of people from a diverse range of culture and backgrounds. Respect and value the traditional owners.
- **Customer Service** - Consistent polite, friendly, professional presentation. Treats others with dignity and respect at all times. Takes responsibility for own workload and promptly escalates any concerns or issues.
- **Conceptual and Analytical Ability** - Uses analytical and conceptual skills to reason through problems.

6. Other Information

- At QEC, we are committed to providing a safe and supportive environment for children and we adhere to the Child Safe Standards
- The Victorian Public Sector Code of Conduct and all QEC policies and procedures apply to our employment at QEC
- It is important to us that all people (employees, client families, visitors and all others) feel a sense of belonging, safety and acceptance at QEC. We welcome and embrace the valued diversity we all bring to our organisation, and do not tolerate any form of discrimination, violence, bullying or harassment at QEC.
- QEC are committed to the safety and wellbeing of client families and employees. We are a smoke free workplace and require health care worker immunisation - important to keeping us all healthy and safe.
- A pre-employment medical assessment may be required upon request
- QEC closes for the period over Christmas/New Year to provide our teams with a well-earned break. It is a requirement that all relevant employees take annual leave during this period



Employee Position Declaration

I have read and understand the requirements and expectations of this Position Description.

I understand that the information and statements in this Position Description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____

Manager Signature: _____

Print Name _____ Date: _____