

## Position Description

### Human Resources (HR) Business Partner

**Location:** National Office - Melbourne

**Department:** People & Culture

**Level:** HS6

**Employment Type:** Maximum Term, Full time

**Approved By:** Debbie Mann

**Date Approved:** March 2020

**Agreed By:** \_\_\_\_\_

**Date Agreed:** \_\_\_\_\_

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#### 1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

#### 2. HEADSPACE MISSION

headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

#### 3. HEADSPACE VALUES

At headspace, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all headspace employees are expected to undertake their work in accordance with the headspace values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people
- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services



#### **4. HEADSPACE VISION FOR RECONCILIATION**

The headspace vision for reconciliation is an equitable Australia where the 60,000 year old cultures and continuing connection to Country of Aboriginal and Torres Strait Islander peoples are respected and celebrated. This future Australia is united by the understanding of our shared past, upholds the rights of Aboriginal and Torres Strait Islander peoples, and embraces self-determination and diversity. The headspace Reconciliation Action Plan formalises our commitment to reconciliation and to strengthening the social and emotional wellbeing of Aboriginal and Torres Strait Islander young people and communities.

#### **5. POSITION SUMMARY**

The Human Resources (HR) Business Partner will act as the focal point for all people related matters for their assigned portfolio areas and will support these areas across all HR strategic, advisory and operational services. The HR Business Partner will establish trusted and influential relationships with managers and employees at all levels, providing expert HR consultation and advice, translating program / divisional strategies into HR objectives.

The role has a senior HR generalist focus, managing people-related activities across the employee life cycle, including workforce planning, talent acquisition, onboarding and offboarding, manager capability uplift, managing performance management and other employee relations matters, supporting employee wellbeing, manage change processes and, HR analytics and reporting. The HR Business Partner will also play an influential key role in championing the organisation's values and expected behaviours under The headspace Way, as well as playing an active role in the roll out of a new HRIS and the implementation of a new Enterprise Agreement.

#### **6. POSITION CONTEXT**

The HR Business Partner is a member of the broader People & Culture Division, which is comprised of three functional streams – Human Resources, Organisational Development and Quality, Safety & Risk. Reporting to the HR Manager, the HR Business Partner, of which there are two, is responsible for a number of assigned portfolio areas.

The portfolio areas are eheadspace, Vocational Programs, headspace Schools, and headspace National which is comprised of Centre Services, Aboriginal & Torres Strait Islander Cultural Practice & Engagement, Digital & Technology Services, Strategic Communications & Marketing, Finance & Business Operations, Strategy & Impact, Clinical Practice and People & Culture.

The portfolio areas are divided and assigned to the HR Business Partners, who strategically partner with people leaders in their areas to provide expert guidance and coaching on all aspects of HR. The HR Business Partner will be the primary contact for employees and managers within their portfolio areas for all employment related queries.

The HR Business Partner will assess and anticipate people-related needs and is integral to supporting and building the capability of managers to enhance the performance, culture and capability within their teams, through the provision of expert coaching in policy, processes and performance. The incumbent is a knowledgeable and innovative professional, and adopts a flexible and collaborative style to successfully navigate a number of competing priorities.



## 7. KEY RESPONSIBILITIES/OUTCOMES

- Adopting a business partnering approach, provide HR strategic, advisory and operational support to managers and employees across the employment life cycle.
- Develop and maintain highly effective stakeholder relationships with portfolio people leaders, establishing a reputation for being a trusted advisor and business partner.
- Support executive, management and employees in the interpretation and adherence to applicable industrial instruments, headspace policies, procedures and processes, and best practice.
- Provide relevant HR data and analytics to executive and management to support and inform decision making.
- Coach and support managers and employees in developing their leadership and management capabilities, in accordance with the headspace Leadership Capability Framework, including the development and delivery of people-management training.
- Role model and champion the organisation's values and expected behaviours under The headspace Way, as well as promoting continuous improvement, diversity and inclusion.
- Drive the recruitment and selection process including workforce planning, job design attraction strategies, participating in interview processes where required, with an overall focus on candidate experience.
- Oversee the onboarding process, supporting people leaders in effectively inducting and orienting new employees, as well as guiding the probationary review process.
- Ensure all compliance requirements are met during onboarding and maintained as per the headspace Credentialing Policy, for all employees within the assigned portfolio areas.
- Manage the contracting process, including employment agreements, individual flexibility agreements, employment variations, employee leave, remuneration and other related employment terms and conditions.
- Support and guide managers to undertake consistent and appropriate performance management processes to promote a high performance culture and manage under performance.
- Under the guidance of the HR Manager, undertake the effective case management of employee relations matters.
- Manage the offboarding process, including exit survey and exit interview data analysis, identifying continuous improvement opportunities and developing retention strategies to reduce workforce turnover.
- Develop new and review existing people-related policies, procedures, practices and processes, ensuring alignment to legislative requirements and best practice.
- Demonstrate the leadership capabilities at the level relevant to this role under the headspace Leadership Capability Framework.
- Build the headspace culture and engagement of our people through effective people leadership and management at both the team and individual level, including:
  - Create and maintain a responsive and respectful workplace culture that integrates the values of the organisation under The headspace Way.
  - Ensure that staff understand what is required of them, have development plans in place and are provided with timely performance feedback in accordance with hSTAR.
  - Provide effective leadership to drive the performance and outputs of the team.
  - Monitor, evaluate and manage staff performance to enable individual and team professional growth and development, addressing staff performance issues as required according to documented policies and procedures.
- Model and demonstrate constructive working relationships and information exchange within the team and across the organisation.



- Continually build upon knowledge and understanding of Aboriginal and Torres Strait Islander peoples and culture.
- Any other duties consistent with the position or where required by the HR Manager and / or the Executive Director of People & Culture.

## 8. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

### 8.1 Essential

- Demonstrated experience in generalist HR roles (minimum of 8 years HR experience) with a sound knowledge of contemporary HR strategies and practices, including strong performance management and employee relations experience.
- Proven track record in developing and maintaining highly effective stakeholder relationships, establishing a reputation for being a trusted advisor and business partner.
- Proven ability to interpret and apply a range of industrial agreements, providing advice to management and employees using strong analytical and problem solving skills.
- Demonstrated experience working effectively in a large, fast paced, complex and dynamic organisational environment.
- High level coaching skills at both an organisational and individual level.
- Sound project management, planning and organisational skills with the ability to manage competing priorities.
- Demonstrated experience in the creation and application of contemporary and best practice people-related policies, procedures, practices and processes, with a keen eye for detail.
- A proactive, professional and customer-focused approach with the ability to influence and negotiate effective outcomes with a broad range of people from a variety of backgrounds and effectively contribute to a team environment.
- High levels of diplomacy and experience in dealing with difficult stakeholders where empathy and discretion is required.
- Strong written and verbal communication skills, including well developed negotiation and influencing capabilities.
- An understanding of and complete commitment to confidentiality.

### 8.2 Desirable

- A tertiary qualification in Human Resources; Business; Management or a related business discipline will be highly regarded.
- Experience working in a health and/or Not for Profit environment.
- A broad understanding of the mental health service system in Australia.

## 9. POLICIES AND WORKPLACE PRACTICES

All headspace employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of headspace
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times

