

Role Description



Diocese of Toowoomba
Catholic Schools

Position details

Title	Human Resources Advisor: Professional Standards and Industrial Relations
Employment status	Permanent full-time
Classification	TCSO Level 8
Agreement	Toowoomba Catholic Schools Office Enterprise Agreement 2024 – 2027
Reports to	Manager: Professional Standards

About Toowoomba Catholic Schools

Toowoomba Catholic Schools is a progressive and distinctive community of 32 schools and central office spread across Toowoomba, the Darling Downs and South-West Queensland. Our values of dignity, potential and life support a culture of high standards, hard work and life-giving relationships. Staff experience a strong sense of belonging, of being valued and being successful at what they do. It is through this commitment to uphold the dignity of all, nurture potential and enable full and flourishing lives, that we are distinctively Catholic communities.

About the role

The Human Resources Advisor provides a source of sound and thorough human resources (HR) advice throughout the Diocese of Toowoomba Catholic Schools (TCS) to support education service delivery and need. This position partners with schools and the office to build the capacity of leaders and staff to develop and maintain high professional standards and work practices.

The role holder works under the direction of the Manager: Professional Standards within the People and Engagement Services (PES) Directorate to deliver a range of HR services and independently provides and coordinates advice and agreed services to school leadership role holders, directors and managers to support and enhance the professionalism of TCS staff and volunteers.

Key duties and responsibilities

Fulfil the accountabilities of the role in accordance with Toowoomba Catholic Schools purpose and objectives, as outlined below.

1. Demonstrated professional knowledge and skills in the functional areas of human resources and professional standards, including but not limited to
 - investigations and disciplinary action in relation to breaches of the Code of Conduct
 - performance management
 - grievances and complaints
 - professional boundaries, particularly as applied to teachers and school staff
 - bullying, harassment, sexual harassment, vilification and discrimination
 - Fair Work, anti-discrimination, human rights and other state and commonwealth governing bodies
 - interpretation and application of relevant industrial agreements and awards
 - WorkCover, return to work and medical capacity.

We value



Dignity



Potential



Life

2. Provide professional advice, analysis and support to leadership role holders to assist them to address human resources matters in a timely, ethical, confidential and competent manner.
 - Utilise a sound knowledge of legislative requirements, workforce data and evidence-based practice in relation to the management of professional standards issues.
 - Prepare briefs, reports and recommendations, and maintain effective document management practices in support of actions taken in relation to HR issues.
 - Create and foster relationships at all organisational levels through constructional dialogues that support strategic and operational needs and outcomes.
 - Provide advice on HR initiatives, resources and practices which support the directions and operations of TCS schools and functional areas and the capability development of leadership roles.
 - Engage in the facilitation of organisational, team and individual professional learning within these functional areas.
 - Communicate directly, sensitively and professionally with employees involved in the functional areas of HR associated with this role.

3. Provide sound advice and quality support to the Manager: Professional Standards in the development, implementation, monitoring and review of policies, regulations and guidelines that relate to professional standards and industrial relations.
 - Review and deliver context appropriate, accurate and timely advice in relation to policies and relevant processes and practices in this area of human resources.
 - Monitor legislative changes to ensure that TCS policies, regulations and guidelines are adjusted to ensure compliance with pertinent Acts and Regulations with a view to implementing best practice approaches.
 - Recommend changes and improvements to established policies and practices in response to changing legislative requirements and best practice.
 - Identify, analyse, report and provide recommendations to address trends and emerging issues.
 - Undertake data analysis and report writing activities as required to meet the strategic requirements of the PES Directorate.

4. Conduct workplace investigations and performance management processes, including providing recommendations to Director: PES regarding substantiation of allegations and determination of appropriate outcomes to these processes.
 - Coordinate and conduct interviews with respondents and witnesses; prepare high- quality, analytical investigation reports; and comprehensively document performance improvement strategies.
 - Provide advice to and support leadership role holders in the ongoing management of employees subject to performance management and investigations.
 - Provide advice to the Manager: Professional Standards regarding the appropriate level of response to manage alleged performance and conduct concerns. Assist school leadership to prepare for and document matters that are managed at school level.
 - Facilitate case conferencing and liaise with managers, leaders and Senior Education Leaders to ensure coordination of responses.
 - Ensure that employees involved in professional standards matters are provided with procedural fairness, regular communication and access to support.

5. Collaborate and communicate with other members of PES and the members of the other directorates within TCS to ensure that high professional standards are met.
 - Maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions and seeking advice.
 - Understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service to TCS.
 - Establish and maintain effective communication networks with stakeholders.
 - Participate as a representative of the PES Directorate in relevant meetings, committees and events, both internal and external.
 - Work collaboratively with stakeholders.

6. Complete other duties as directed as needs change or grow, consistent with the purpose of this position and any relevant legal and/or industrial obligations.
 - Duties may include the completion of project work that presents itself during the course of the operational and strategic review of the actions associated with the People and Engagement Services Strategy, TCS Strategic Plan or other directorate strategies.

About you

To achieve in this role, you will be required to demonstrate the following.

Eligibility criteria

Essential

- relevant tertiary qualification in Human Resources or a related field or a minimum of five years' experience in a similar role
- current Queensland Working with Children Clearance (Blue Card) or ability to obtain prior to commencement as required in the Working with Children (Risk Management and Screening) Act 2000
- advanced written communication skills, with strong ability to analyse and synthesise information
- excellent interpersonal skills, including the ability to manage complex and emotive situations
- experience in conducting workplace investigations, including interviews and report writing
- demonstrated knowledge of the Fair Work Act 2009 and experience in applying relevant industrial legislation, Enterprise Agreements and Modern Awards
- effective relationship building and influencing skills
- demonstrated experience working with the Microsoft suite of products
- empathy with the values and ethos of the Catholic faith

Key success criteria

- demonstrated empathy and understanding of the values and ethos of the Catholic faith
- demonstrated professional knowledge and skills in the functional areas of human resources, including but not limited to investigations, performance management, interpretation of awards and agreements, Workcover and medical capacity, complaints and grievances
- provide professional advice, analysis and support to leadership role holders to assist them to address HR issues in a timely, ethical, confidential and competent manner

- provide sound advice and quality support to the Manager: Professional Standards in the development, implementation, monitoring and review of policies, procedures and guidelines that relate to professional standards
- conduct performance management processes and workplace investigations, including interviewing respondents and witnesses, writing reports and providing recommendations
- collaborate and communicate with other members of PES and the members of the other directorates within TCS to ensure that high professional standards are met
- complete other duties as directed as needs change or grow, consistent with the purpose of this position and any relevant legal and/or industrial obligations

Responsibilities of all TCS staff

1. Support the values and Catholic ethos of the school.
2. Maintain personable and cooperative working relationships with colleagues and relevant stakeholders.
3. Engage in appropriate professional development opportunities to upskill knowledge and understanding related to the role.
4. Uphold the TCS Code of Conduct and all work health and safety requirements in accordance with policies and procedures.
5. Complete other duties that are directed by your employer as needs change or grow. All requested duties will be consistent with the purpose and classification of this position and any relevant legal and/or industrial obligations.