

## Position Description - Employee Relations Advisor

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<b>Role:</b>	<b>Employee Relations Advisor</b>
<b>Reports To:</b>	Director of Human Resources
<b>Employment Type:</b>	Part Time (0.6 FTE - 0.8 FTE)
<b>Award Pay Level:</b>	Level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010
<b>Location:</b>	Based at 214 Nicholson Street, Footscray  (some travel to other sites in Victoria required; the ASRC offers Flexible Working Arrangements, including the ability to work remotely)

### Organisational Context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. The ASRC provides a range of direct services as well as participating in law reform, campaigning and lobbying.

### Human Resources Team

The ASRC recognises that its people are at the heart of the ASRC movement and are key to delivering the range of services for people seeking asylum. The Human Resources team's primary responsibility is to support its people, overseeing the employee lifecycle from end to end. The HR team supports all staff to perform at their best, and to ensure the highest quality of service for the ASRC's key stakeholders; people seeking refuge and asylum in Australia.

The HR Team manages four key areas:

1. Recruitment and Employer Branding
2. Onboarding, Orientation and Exiting
3. Performance, Grievance Management and Team Development
4. Wellbeing and Safety

### The Role

The Employee Relations Advisor will provide expert advice and support to all members of staff on workplace relations matters. The role will be hands-on in effectively managing workplace grievances, including coaching managers through performance management processes, conducting workplace investigations and advising on industrial relations matters.

The Employee Relations Advisor is a newly created position, focused on the development of organisational understanding and application of best practice workplace relations processes. The role will involve facilitation of training for program managers and day to day coaching. The Advisor will provide technical support, and informed advice, to the Leadership Team and be instrumental in ensuring the ASRC meets all industrial and regulatory requirements.

The Employee Relations Advisor will play an active role in supporting the entire ASRC team at all ASRC sites. This role offers autonomy to build on current foundational Policies and Processes, as well as the opportunity to develop and learn within a supportive and experienced human resources team.

### Specific Duties

The Employee Relations Advisor will be responsible for undertaking the following duties:

- Provide timely advice, coaching and support to leaders, and staff members on workplace relations matters, including modern award, Fair Work legislation and Policy interpretation;
- Conduct thorough and well documented internal investigations for grievance matters and mediation meetings as required;
- Represent the ASRC at the Fair Work Commission, at relevant conciliations or with union representatives as required;
- Assist in the review and maintenance of HR policies and procedures to ensure best practice and compliance with industrial obligations;
- Development and facilitation of relevant training and workshops for ASRC leaders;
- Partner with the Learning & Development team to facilitate performance and development focused workshops for the ASRC workforce;
- Provide monthly reports to the HR Director on grievance metrics, with a focus on identifying trends to inform future initiatives and development;
- Develop meaningful relationships with key stakeholders to empower leaders in the areas of performance improvement, providing feedback and facilitating meaningful or courageous conversations;

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- Monitor changes or development in relevant legislation, regulations and standards;
- Monitor compliance with Company policies and procedures and State and Federal legislative requirements.

### **Strategic Plan**

- Develop and implement an organization wide performance review and development plan initiative that fits within the current ASRC strategic goals
- Partner with all members of the HR team to support and enable achievement of strategic goals

### **The Employee Relations Advisor will also:**

- Work within ASRC Values and Behaviour guidelines
- Adhere to ASRC's workplace health and safety policies and procedures

## Selection Criteria

- 2+ years' experience in employee relations/workplace relations or related roles
- Tertiary qualification in human resources, law, workplace relations or similar experience/related tertiary qualifications
- Demonstrated proactive action in managing employee grievance issues, including maintaining up to date knowledge of the industrial relations sector and implementing current best practice
- Demonstrated understanding of workplace relations legislation and modern award interpretation
- Ability to facilitate in-house mediations, investigations and effectively resolve employee disputes
- Experienced in managing matters involving the Fair Work Commission
- Experience managing union and union delegate relationships
- Employee relations experience commensurate with an ability to think logically, strategically and translate this into practical operational outcomes that include analysing and explaining the risk profile
- Exemplary attention to detail, demonstrated in written, verbal and presentation skills