

## C5.51 APPLYING FOR A JOB AT BRISBANE YOUTH SERVICE

### Employment Package

Thank you for your interest in applying for a position with Brisbane Youth Service Inc. (BYS). BYS is an equal opportunity employer and as such, the following information is provided to ensure that all applicants have an equal opportunity for preparing their applications. It is important that your application meets the requirements of this document.

#### ORGANISATIONAL PROFILE

With a vision to provide 'New Futures for Young People', BYS has been operating in Fortitude Valley since 1977. In that time, we have helped tens of thousands of young people (aged 12-25) experiencing homelessness or at risk of becoming homeless, and their accompanying children. We assist vulnerable young people to find and maintain appropriate housing, address physical and mental health issues, establish support networks and engage in education, employment and training.

BYS is a registered Charity, accredited under the Human Services Quality Framework and the National Regulatory System for Community Housing Providers.

As an Incorporated Association BYS is governed by a dedicated and experienced Board. Please refer to the attached BYS structure for information about the teams and programs.

#### BYS SERVICES AND PROGRAMS

BYS offers a holistic range of services that move from immediate needs through to planned support.

The current range of services provided includes:

- Information, health education, advice, support and advocacy across a range of issues
- Access to emergency financial assistance
- Crisis and transitional housing and tenancy support
- Specialist programs for young women and young families
- Medical clinic
- Mental health services
- Drug intervention, education and support.
- Activities, arts and life-skills programs
- Street outreach
- On-site visits from Centrelink and QPILCH (legal)

You can visit [www.brisyouth.org](http://www.brisyouth.org) for more details and information about BYS and the services we provide.

## ABOUT THE ADVERTISED POSITION AND APPLICATION PROCESS

### THE POSITION DESCRIPTION

The Position Description is attached and should be read carefully as it details the requirements, duties and selection criteria for the position.

### YOUR APPLICATION

A separate application must be submitted for each vacancy advertised. The application is to include the following:

- a) a completed Job Application Form.
- b) your responses to the SELECTION CRITERIA up to four (4) pages for all responses.
- c) your resume / curriculum vitae including the names, positions and telephone numbers of three referees who can comment on your competency in regard to the selection criteria. Referees will only be contacted after an interview.

Advancement to the next stage of the selection process will be based on how well you demonstrate your ability to meet the selection criteria as well as relevant information contained in your resume.

In your responses, please provide examples that provide evidence that you have the relevant knowledge, skill or ability to fulfil this role. If you only state that you meet the selection criteria without demonstrating how you meet it and your competencies, it is unlikely that you will be short-listed for an interview.

### SHORT-LISTING PROCESS

As stated above, initial short-listing is based on your written responses and your resume.

Shortlisted applicants will be contacted for an interview.

If you have not been short-listed you will be advised of this in writing following the finalisation of the short-listing process.

### INTERVIEW PROCESS

Short-listed applicants will be invited to attend an interview with the selection panel.

The selection panel will ask you questions relevant to the selection criteria and allow you to expand on your written submission. Each applicant will be asked the same questions and you may be provided with a copy of these questions fifteen minutes prior to your interview. A time limit will be set for the interview session to determine the interviewee's ability in time management.

Interview questions will be aimed at testing your knowledge and skills and may include scenarios. You should answer each question fully and succinctly to demonstrate your ability to take on this role. Time will be allocated prior to the end of the interview for you to ask the panel questions about the role or the organisation.

You are welcome to bring samples of your work or other documents to share with the panel, which will assist in demonstrating your skills and experience.

## REFEREE CHECKS

Referee checks are used to supplement the final selection decision. It is the responsibility of your referee to provide honest feedback about your knowledge, skills and abilities relevant to the selection criteria for the position.

At least one referee should be your most recent supervisor. If you are not currently in the workforce your referee should at least be in a position to comment on your abilities as they relate to the selection criteria.

If you have any concerns about the reference checking process please raise them during your interview.

## SELECTION

If you are selected for the position you will be contacted by telephone and offered the position. Should you accept, a formal written offer of employment will be forwarded to you including information detailing the terms and conditions of employment.

If you are not selected following interview, you will be contacted by telephone and advised that post has been filled. Selection feedback is available should you request it.

<b>For further queries about the position please contact:</b>	Sarah Page Corporate Services Director
<b>Phone:</b>	07 3620 2422
<b>Email:</b>	<a href="mailto:admin@brisyouth.org">admin@brisyouth.org</a>

***Applications close at 5pm 8 September 2019***

**Applications should be marked “Confidential” and made to the attention of:**

Sarah Page, Corporate Services Director

<b>Email your application to:</b>	<b>Or post to:</b>	<b>Or deliver to:</b>
<a href="mailto:admin@brisyouth.org">admin@brisyouth.org</a>	PO Box 1389 Fortitude Valley, QLD 4006	42 McLachlan St Fortitude Valley, QLD 4006

## ATTACHMENTS:

Position Description  
 Job Application Form

## POSITION DESCRIPTION

<b>Position title:</b>	HR & OD Consultant		
<b>Program/Team:</b>	Corporate Services		
<b>Employment type &amp; hours:</b>	Temporary to 30 June, 2021 - 3 days / 22.8 hours per week		
<b>Award conditions:</b>	Social, Community, Home Care & Disability Services Award 2010	<b>Remuneration:</b>	
<b>Working from:</b>	Fortitude Valley		
<b>Reporting relationships:</b>	Reports to the Corporate Services Director		
<b>Probation period:</b>	6 months		
<b>Primary purpose of position:</b>	The HR & OD Consultant provides support to the Executive Management Team and wider organisation in all HR activities, delivering operational HR and IR advice and services, and developing HR practices and capability across the organisation, and ensuring the most effective utilisation of human resources for the purpose of achieving our strategic objectives.		
<b>SELECTION CRITERIA</b> - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of up to four pages in total.			
<b>SELECTION CRITERIA</b>	<ol style="list-style-type: none"> <li>1. Demonstrated experience in the interpretation and application of relevant legislation, standards and Awards, in particular the SCHADS Award 2010 and National Employment Standards.</li> <li>2. Strong understanding of contemporary HR practices and application of HR processes within the employment cycle from recruitment and selection, on-boarding, induction, training and support, and exiting employees.</li> <li>3. Strong communication skills, both oral and written and an ability to influence, network, negotiate, counsel and mediate maintaining a high degree of confidentiality.</li> <li>4. The ability to work independently and source and interpret specialist HR and / or IR advice when required.</li> <li>5. Strong planning and organisational skills, and an ability to prioritise work and meet deadlines.</li> <li>6. Proven ability to partner with business leaders to provide best practice HR support and advice around performance management, discipline and related issues</li> <li>7. Demonstrable experience in HRIS and reporting, ideally in Employment Hero</li> <li>8. Previous experience in conducting end to end investigations and providing recommendations to senior management</li> </ol>		
<b>Qualifications, Checks and References (Mandatory)</b>	<ul style="list-style-type: none"> <li>• A tertiary qualification in Human Resource Management or related discipline.</li> <li>• A minimum of 5 years' experience in a similar HR role.</li> <li>• Current driver's licence.</li> <li>• Working with Children Suitability Positive Notice (Blue Card).</li> <li>• Three referees, including current or most recent manager.</li> </ul>		
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience in coordinating, developing and delivering training and professional development.</li> <li>• Experience in supporting organisations through periods of change.</li> <li>• Experience working in a similar role in the not for profit sector is desirable.</li> </ul>		
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Personal drive and integrity.</li> <li>• Consultative and collaborative working attitude.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Flexible, inclusive, respectful, ethical, accountable.</li> <li>• Commitment to a learning culture and ongoing professional development.</li> </ul>
<b>KEY RESULT AREAS - Role and responsibilities</b>	
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>• Provide consistent and accurate HR advice that meets required response timeframes.</li> <li>• Work collaboratively with line managers on providing advice on all employment matters.</li> <li>• Support line managers in the execution of performance management and discipline processes.</li> <li>• Interpret and apply award entitlements, terms and conditions and BYS employment conditions.</li> <li>• Manage the administration of workers' compensation claims and return to work coordination of injured workers in the rehabilitation phase.</li> <li>• Conduct end to end investigations into grievances including outcomes and recommendations.</li> <li>• Review and maintain HR policies and procedures and their consistent implementation across the organisation.</li> <li>• Manage all HR related projects from conception to implementation and evaluation</li> <li>• Ensure the HR lifecycle of employees is managed in accordance with best practice standards.</li> <li>• Effectively maintain BYS's HRIS</li> <li>• Manage the relationship with EAP including quarterly reporting and contract renewals</li> <li>• Participate in meetings and organisational planning to promote effective HR processes</li> <li>• Contribute to a positive workplace culture.</li> <li>• Monitor risk associated with human resources practices and decisions.</li> </ul>
<b>Organisational Development</b>	<ul style="list-style-type: none"> <li>• Work with the executive management team through organisational change processes providing best practice advice and support to all employees.</li> <li>• Create, deliver and maintain the HR component of induction &amp; onboarding</li> <li>• Automate processes using HRIS and design and deliver training to support</li> <li>• Assist with training needs analyses, development of annual training plans and the maintenance of training records</li> <li>• Develop and model BYS's leadership attributes</li> <li>• Coach and assist line managers in performance management and discipline processes</li> <li>• Embed BYS's values of Respect, Optimism, Accountability and Resilience in all HR practices.</li> <li>• Coordinate and deliver a service recognition / employee recognition program.</li> </ul>
<b>People and Culture</b>	<ul style="list-style-type: none"> <li>• Positively model the Code of Conduct, Values and promote positive behaviours in the workplace.</li> <li>• Contribute to a positive team culture aligned with the organisation's vision, philosophy, policies and procedures.</li> <li>• Understanding of and commitment to BYS vision, objectives and strategic direction.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ensure all HR related documentation is legally compliant and best practice</li> <li>• Undertake administrative tasks relating to the role and / or the team.</li> <li>• Prepare reports as required.</li> <li>• Undertake any other tasks as required.</li> </ul>

*This Position Description forms part of the performance management framework for HR & OD Consultant position. As the successful applicant you are required to sign and date this Position Description to demonstrate your commitment to fulfil this role in accordance with the key result areas outlined above.*

<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	
<b>Managers Name:</b>		<b>Signature:</b>		<b>Date:</b>	

## C5.24 JOB APPLICATION FORM

Please complete this application form and return it to Brisbane Youth Service (BYS) in accordance with the advertised Employment Package.

<b>Position Title:</b>	HR & OD Consultant	<b>Closing date:</b>	8 September 2019	
<b>Applicant:</b>	<b>Name:</b>	[ ]		
	<b>Address:</b>	[ ]		
		[ ]	<b>Post code:</b>	[ ]
	<b>Day time phone:</b>	[ ]	<b>Mobile:</b>	[ ]
	<b>Email address:</b>	[ ]		
<b>Place of birth:</b>	<b>Town / City:</b>	[ ]	<b>Date of birth:</b> [ / / ]	
	<b>Country:</b>	[ ]		
<b>Work eligibility:</b>	<input type="checkbox"/> Australian citizen		<input type="checkbox"/> Australian resident	
	<input type="checkbox"/> New Zealand citizen		<input type="checkbox"/> New Zealand resident	
	<input type="checkbox"/> Current working visa: <small>(Copy must be attached)</small>	<b>Expiry date:</b>	[ / / ]	
	<input type="checkbox"/> Other visa: <small>(Copy must be attached)</small>	<b>Expiry date:</b>	[ / / ]	
<b>Blue Card:</b>	Do you hold a current Positive Notice Blue Card for Child Related Employment?		<input type="checkbox"/> YES <input type="checkbox"/> NO	
	If yes, provide Blue Card Number:	[ ]	<b>Expiry date:</b> [ / / ]	
	If no, have you applied for a Blue Card?	<input type="checkbox"/> YES	<b>Date lodged:</b> [ / / ]	
		<input type="checkbox"/> NO		
<b>Drivers licence:</b>	Do you have a current Queensland driver's licence?		<input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>Health conditions</b>	Do you have any pre-existing health conditions that may impact on your ability to undertake this role?		<input type="checkbox"/> YES <input type="checkbox"/> NO	
	If yes, please provide additional information:	[ ]		
<b>Where did you find out about this position?</b>	<input type="checkbox"/> BYS website	<input type="checkbox"/> QCOSS	<input type="checkbox"/> Ethical Jobs Weekly	
	<input type="checkbox"/> Word of mouth	<input type="checkbox"/> Other:		

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<b>Equal employment opportunity / diversity information</b>	Please indicate if you belong to any of the following groups (completion of this section is voluntary and used for statistical purposes only):	<input type="checkbox"/> People with a disability
		<input type="checkbox"/> Aboriginal people
		<input type="checkbox"/> Torres Strait Islander people
		<input type="checkbox"/> Women
		<input type="checkbox"/> People from a non-English speaking background
<b>Qualifications:</b>	What tertiary qualifications do you hold: (Copies must be attached)	[ ]
		[ ]
		[ ]
		[ ]
<b>Start date:</b>	If the position was offered to you, when are you available to start work?	[ / / ]
<p><b>Authorisation and Understanding</b></p> <p>I authorise Brisbane Youth Service to investigate my work history and verify all information given on this application. These enquiries may include information as to my character, general reputation and personal characteristics. I consent to the conduct of such enquiries and to the consideration of any statements or references provided by former employers in response to these enquiries.</p> <p>I authorise all individuals and employers whom I have named in my application, unless specifically limited by me in writing, to provide information requested about me, and I release them and Brisbane Youth Service from liability and damages in providing this information.</p> <p>I understand and acknowledge that any misrepresentation, omission or incorrect statement of fact may result in rejection of my application or, if hired, immediate termination of employment.</p> <p>I understand that all information provided to BYS in relation to my application will be treated in the strictest confidence and will not be communicated to any third party without my consent.</p>		
<b>Signature:</b>	[ ]	<b>Date:</b> [ / / ]