

Title: Human Resources Manager

Position Description No: 164 02 **Recruitment No:** 10576
Position Based In: Regional Victoria **Tenure:** Ongoing

Relevant Award Social, Community, Home Care and Disability Services Industry Award 2010 Level 6 , underpinned by National Employment Standards (NES).

About the Organisation

Golden City Support Services (GCSS) is a not-for-profit, community-based organisation providing support to people with disabilities and individuals recovering from mental illness. Established in 1979, GCSS has always championed inclusion, independence, and meaningful participation in community life.

Our vision is to create an inclusive community where people are supported to live locally, develop relationships, and enjoy equal access to resources, opportunities, and rights.

The Role

The Human Resources (HR) Manager leads GCSS’s people and culture functions, ensuring compliance with employment legislation, delivering effective workforce planning, and supporting a positive organisational culture. The role applies advanced HR expertise to support GCSS’s strategic and operational objectives.

Key functions include recruitment, induction, training, return-to-work coordination, workplace investigations, HR records and compliance oversight, award interpretation, and management of staff probity and credentialing.

This position reports to the Chief Executive Officer, with potential for future reporting to an Executive or General Manager.

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Role Responsibilities

1. Workforce Planning & Recruitment

- Implement recruitment cycles and identify staffing needs in collaboration with managers.
- Oversee and support the Rostering team.
- Understand and manage workforce scheduling, including matching employees to clients.

2. Workplace Performance & Investigations

- Lead or support workplace performance investigations in partnership with managers, practice leaders/coaches, or other authorised staff.
- Provide recommendations following investigations, including liaison with IR consultants.

3. Return to Work (RTW) Coordination

- Provide WorkSafe-compliant return-to-work coordination, including liaison with workers, treating health practitioners, insurers, and WorkSafe.
- Deliver non-WorkSafe RTW coordination as required.

4. Award Interpretation & HR Advice

- Interpret industrial instruments (e.g., SCHADS, NEIS) and provide accurate HR advice, consulting with IR specialists as needed.

5. Training, Compliance & Probity

- Monitor and advise on training, compliance, and probity requirements (e.g., First Aid, base training, police checks).
- Maintain databases to support compliance monitoring.
- Liaise with staff and training providers to schedule required training.
- Report compliance status to the CEO and support performance management where staff are non-compliant.

6. Leadership & Team Development

- Lead, mentor, and supervise the HR, Front of House, and Rostering teams.
- Foster an inclusive, professional, and collaborative team culture.
- Provide regular coaching, feedback, and support skill development.
- Ensure decisions align with budget parameters.

7. Other Duties

- Participate in training and professional development.
- Undertake other duties consistent with the scope and expectations of the role.
- Comply with GCSS General Workplace Requirements.

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The Person

The successful candidate will demonstrate strong organisational capability, excellent collaboration skills, and the ability to partner effectively with leaders and cross-functional teams.

They will possess strong communication skills, including the ability to deliver training, present information, and prepare clear, factual written communication for staff and stakeholders.

Technical Knowledge & Experience

- Applied knowledge of the Fair Work Act 2009 (Cth), Workplace Injury and Compensation Act 2013 (Vic), Workplace Gender Equality Act 2012 (Cth), Equal Opportunity Act 2010 (Vic), and other relevant legislation.
- Understanding of compliance requirements of NDIS, DHS, Commonwealth Health, and other funding bodies.
- Demonstrated ability to apply procedural fairness and sound evidence-gathering in workplace investigations.
- Understanding of workforce planning principles and effective recruitment practices.
- Ability to develop and implement workplace wellbeing initiatives.
- Knowledge of the Social and Community Services (SCHADS) Award (highly regarded).

General Workplace Requirements

All GCSS employees must:

- Adhere to GCSS policies, procedures, Code of Conduct, and ethical standards.
- Comply with relevant State and Commonwealth legislation.
- Follow Occupational Health and Safety requirements and safe systems of work.
- Uphold Equal Opportunity and anti-bullying, discrimination, and harassment standards.
- Maintain confidentiality regarding clients, families, staff, and organisational information.
- Participate in quality assurance and accreditation activities.
- Complete GCSS Induction Training
- Demonstrate competency in this role within the probation period.
- Hold a current Victorian Driver Licence.
- Maintain a valid NDIS Worker Screening clearance and comply with any additional probity requirements.
- Be legally entitled to work in Australia.

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Selection Criteria

Essential

- Strong organisational and collaborative skills.
- Excellent written and verbal communication, including delivery of training and factual reporting.
- Experience in workforce planning and recruitment, with knowledge of relevant legislation and funder requirements.
- Ability to apply procedural fairness and conduct workplace investigations using evidence-based approaches.
- Strong working knowledge of the Fair Work Act and associated legislation, including how legislative frameworks intersect in practice.
- Demonstrated HR management experience, preferably in community services.
- Strong understanding of the SCHADS Award and other industrial instruments.
- Ability to lead investigations and manage complex employee relations.
- High-level communication, negotiation, and interpersonal skills.
- Excellent organisational, planning, and problem-solving capabilities.
- Ability to work autonomously with sound judgement.
- Proficiency in HR systems and data reporting.

Desirable

- Tertiary qualifications in HR, Business, or a related discipline.
- Experience in the disability or community services sector.

Other Information

- Salary is aligned to Level 6 of the Social, Community, Home Care and Disability Services Industry Award 2010, with salary packaging available.
- Position based in regional Victoria (Bendigo or Echuca).
- Employment contract includes a 6-month probation period.
- GCSS operates a smoke-free environment.
- Ongoing employment is subject to maintaining required probity checks, including NDIS Worker Screening (renewable every five years).

How to Apply

Please email your covering letter and resume to natasha.williams@gcss.org.au by close of business Monday 9 March 2026

All enquiries should be directed to Natasha Williams 0407 950 675

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