

Talent Partner Human Resources



Mind Australia Limited is a leading community managed specialist mental health service provider. We have been supporting people dealing with the day-to-day impacts of mental illness, as well as their families, friends and carers for 40 years.

We provide practical and motivational support that helps people develop the skills they need to move on, thrive and improve the quality of their lives. It's an approach to mental health and wellbeing that looks at the whole person in the context of their daily life.



Position details

Recruitment Ref. #	Enter ref. #
Service	Business Services
Location	Central office, Heidelberg
Service stream	Human Resources
Basis of employment	Permanent Full Time
Working hours	38 hours per week Monday to Friday.
Reports to	Human Resources Partner Lead
PD effective date	January 2018

Position purpose

The purpose of this position is to provide end to end recruitment of talent at Mind. This includes working with managers to ensure a quality recruitment process, proactively sourcing candidates, working with key stakeholders to understand talent requirements and developing relationships with talent to provide a talent pipeline for Mind.

Service information

The Human Resources Division provides core support services in workforce management and development, payroll and remuneration and workplace health, safety and wellbeing. The Division provides strategies, business processes and systems to enable efficient and effective management of these core support services to ensure Mind is financially sustainable, safe and technologically enabled. The focus of the Human Resources Division is to develop and support a flexible, sustainable and equitable workforce management model, which is underpinned by the provision of appropriate, consistent and timely services, process and information to managers and employees.



Key responsibilities

Talent Acquisition	<ul style="list-style-type: none"> • Deliver high quality end to end recruitment services in line with legislative requirements including advertising, screening, shortlisting, interviewing, pre-employment checks, reference checks and assistance with contract and onboarding processes • Manage a number of simultaneous recruitment projects including volume recruitment campaigns ensuring that candidates and hiring managers are kept informed and requirements are met in a timely manner • Understand and respond to critical resourcing requirements across Mind in partnership with the HR team and other stakeholders • Partner closely with managers, providing timely, accurate and best practice advice throughout the selection process • Provide excellent candidate care, informing and supporting candidates throughout the selection process • Prepare job advertisements and advise managers to ensure effective advertising strategies • Post job advertisements on a range of online platforms and print media • Actively manage candidate pool during advertising period, informing managers and securing potential candidates through external channels (including LinkedIn and Seek) where possible • Coordinate interviews on behalf of hiring managers • Shortlist applicants in accordance with key selection criteria and legislative requirements • Develop effective interview guides based on key selection criteria • Attend interviews and/or partner with panels to coach and support excellent hiring decisions • Judiciously screen candidates (pre- and post-interview) to confirm suitability for role • Reduce the time to fill a vacancy and use of agencies through effective recruitment practices • Continuously improve processes and identify innovative methods of attracting talent
Stakeholder management	<ul style="list-style-type: none"> • Partner with and coach hiring managers to influence best practice recruitment outcomes, drawing on well-developed contemporary professional knowledge • Maintain clear and responsive communication with candidates, ensuring they are informed and supported throughout the process and expectations are effectively managed • Ensure HR Business Partners are informed and updated on all recruitment activity in their streams • Develop and maintain relationships with advertising vendors and recruitment agencies • Support and advise on the Mind Preferred Supplier Agreements (PSA)
Talent pipelines and pool	<ul style="list-style-type: none"> • Actively build and manage a talent pool of shortlisted, job ready candidates through professional, respectful, timely and supportive communication • Minimise advertising and agency spend through an active and current database of available candidates • Explore talent attraction opportunities for recruitment including promotion in the community • Ensure suitable candidates are considered for other applicable positions across Mind • Manage and maintain the central relief worker (casual shift cover) list in collaboration with HR team, casual employees and relevant managers • Expand and promote the relief worker pool
Administration & systems	<ul style="list-style-type: none"> • Contribute to and promote the use of Mind recruitment templates, including position descriptions, advertising and interview guides • Support interview panels with room setup, greeting candidates & interview guides as required • Manage end to end recruitment process in Mercury e-recruit and other relevant systems • Support on-boarding processes as required • Analyse, maintain and manage related data and provide reporting as required • Identify, escalate and contribute to process/system improvements • Maintain HR records and provide administration support to the team as required including HR inbox, systems and payroll
Professional Development	<ul style="list-style-type: none"> • Maintain contemporary knowledge of recruitment trends and best practice including legislative requirements • Undertake relevant training & professional development inc regular supervision as appropriate
Workplace Health and Safety	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace • Ensure all safety issues are reported and addressed as they arise
Diversity and Inclusion	<ul style="list-style-type: none"> • Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, ages and backgrounds.
Accountability	<ul style="list-style-type: none"> • Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values of: Customer Focus, Making a difference; Integrity; Hope; Creativity and Innovation

Position requirements

Knowledge, Skills and Experience

- Contemporary knowledge of best practice recruitment process including relevant legislation
- Experience with Chris 21, Mercury e-recruit and social media platforms preferable
- Exceptional customer service and communication skills
- Strong attention to detail and ability to manage competing priorities

Qualifications

- A qualification in human resources, recruitment or relevant discipline and/or equivalent experience

Other

- Current valid Driver's Licence
- Current National Police Record Check
- Current Working With Children Check (Employee)
- Not listed on the Disability Worker Exclusion Scheme list

Key capabilities

1	Integrity (PA-Int-2)	Supports and promotes respectful, ethical practice and high quality standards.
2	Responsiveness (PA-Res-1)	Adapts to changing priorities flexibly proactively and easily.
3	Customer Service (RS-Cus-2)	Models and promotes flexible and client focused standards of customer service.
4	Communication (RS-Com-2)	Models effective, clear, confident communication, active listening and supports others to do the same.
5	Planning & Prioritising (RE-Pap-2)	Establishes clear objectives, priorities and resources for the delivery of team and broader goals.
6	Accountability (RE-Acc-2)	Demonstrates open accountability for their actions and outcomes and helps others to do the same.

Diversity and Inclusion

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities ages and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.

To learn more about Mind visit mindaustralia.org.au

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You can also watch our Great Minds series of videos by visiting
www.youtube.com/mindaustralia