

## POSITION DESCRIPTION

<b>Position Title</b>	Team Leader Human Resources & Corporate Services
<b>Department</b>	Corporate Services
<b>Location</b>	Shepparton
<b>Classification</b>	SCHADS Award – Level commensurate with qualifications & Experience
<b>Reporting to</b>	Corporate Services Manager
<b>Employment status</b>	0.8- 1.0 FTE, initial 2 year contract

### Organisational Overview

The Bridge Youth + Family Service (TBYFS) plays a key role across the Goulburn Valley in youth support and advocacy. With offices located in Shepparton, Seymour and Wallan, TBYFS delivers services and supports to young people and their families with a particular focus on those from marginalized and/or disadvantaged backgrounds but with a philosophy that includes the provision of services to all young people. TBYFS offers a range of programs funded by government, private foundations and the local community. Programs focus on a diversity of issues and services include placement prevention, family reconciliation, family mediation, antenatal, parenting, housing support, mentoring and education support. For more information visit our website: [www.thebridge.org.au](http://www.thebridge.org.au).

**Our Vision:** By 2027 young people in our local community are resilient, connected and celebrated.

**Our Mission:** We nurture safety and wellbeing through a responsive model of care so that young people can look towards the future with optimism.

### Guiding Principles:

- In diversity there is beauty and there is strength.
- Alone we can do a little; together we can do so much.
- Be curious always. For knowledge will not acquire you; you must acquire it.
- The value of an idea lies in the using of it.
- Stronger connections provide new opportunities and create healthy people, organisations and communities.
- Adaptability requires an open mind and a welcoming of new alternatives.

### Our Values



**Curiosity & New Ideas**



**Diversity, Collaboration  
and Collegiality**



**Connection & Reach**



**Flexibility**

### Role Purpose

The Team Leader Human Resources & Corporate Services provides operational leadership across Human Resources, workforce compliance, and corporate services functions.

This role assists in the development and continuous improvement of HR systems, workforce planning, and organisational capability, ensuring The Bridge Youth + Family Services maintains a compliant, high-performing, and values-driven workforce. As a key member of the Corporate Services team, the position partners with Senior Leadership to strengthen culture, governance, and organisational sustainability.

### Position Objectives

- Maintain efficient, compliant, and accurate Human Resource systems, processes, and reporting within established timeframes.
- Provide high-level administrative support to the senior management team.
- Lead continuous improvement of HR and administrative systems, processes, correspondence, and staff training resources.

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- Implement workforce planning and organisational development initiatives.
- Model and uphold the organisation's values, philosophy, and Code of Conduct in all aspects of work.
- Provide support to the Corporate Services Manager in organisation-wide administration, HR, and site management functions.

### Key Responsibilities

#### 1. Human Resources functions

- Oversee preparation of employment documentation and ensure internal HR records remain accurate and current.
- Coordinate end-to-end recruitment activities: advertising, applicant screening support, interview panels and reference checks (where delegated), and candidate communication.
- Manage and maintain all staff screening requirements and ensure compliance.
- Support managers during induction, advising on probation requirements and coordinating/scheduling probation reviews.
- Support managers with performance management, investigations, and complex HR matters.
- Facilitate timely submission of onboarding, changes, and termination documentation to Payroll.
- In conjunction with Finance team, coordinate fortnightly payroll administration (timesheet verification, new starters, exits).
- Coordinate, deliver, and evaluate new staff orientation and onboarding processes.
- Maintain HR compliance registers and prepare monthly workforce and HR reports.
- Oversee administration, filing, and reporting of all training, PD, and mandatory compliance requirements.
- Administer the organisation's Kineo training platform (user setup, monitoring completion, reporting).
- Maintain the Human Resources Manual to ensure it is contemporary and aligned with organisational requirements.
- Oversee employee relations matters, ensuring fair, consistent, and compliant processes.
- Exercise the highest level of discretion and confidentiality in relation to staff matters.

#### 2. Business & Administrative Support

- Participate in regular supervision and contribute to team meetings and annual work planning.
- Assist with preparation of internal and external reports as required.
- Provide administrative support, including filing and HR documentation management on SharePoint.
- Support projects and initiatives determined by the Senior Management team.
- Provide backup coverage for Reception when required.
- Actively participate in Continuous Quality Improvement activities and organisational accreditation processes.

#### 3. Leadership & Site Management Support

- Champion a positive, inclusive and high-performance workplace culture.
- Mentor and support administrative and HR staff to build capability, including supervision.
- Contribute to workforce strategy planning and organisational change management initiatives.
- Ensure Reception is always staffed by coordinating coverage during staff absences.
- Act as delegated lead during Corporate Services Manager absence.

### Key Relationships

#### Internal:

- Corporate Services Manager
- Senior Management Team
- Finance Officer
- Business & ICT Officer
- Quality Officer
- All staff and managers

#### External:

- Recruitment platforms and service providers
- Training and compliance providers
- HR/Payroll support services

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### Capabilities required

#### Knowledge & Experience

- Strong understanding of HR legislation, workforce compliance, recruitment, and onboarding processes.
- Knowledge of HR Information System processes (Employment Hero), quality systems, and document control practices.
- Experience in NFP, community services, or regulated environments (preferred).

#### Skills

- High-level communication, confidentiality, and interpersonal skills.
- Strong organisational and time-management capability.
- Ability to lead, coordinate, and support staff.
- High attention to detail and accuracy in reporting and documentation.
- Ability to interpret policies, procedures, and compliance requirements.

#### Values & Professional Conduct

- Demonstrates integrity, respect, and professionalism.
- Managing sensitive employee data with discretion.
- Upholds organisational philosophy and Code of Conduct.
- Works collaboratively and fosters positive team culture.
- Commits to continuous improvement and learning.

### Hours and Conditions

Hours per week as outlined in Contract. Terms and condition according to the relevant Industry Award according to qualifications and experience.

We are a family friendly organization and offer an attractive remuneration package including significant salary sacrificing benefits and paid leave for all staff when our office closes between Christmas and New Year.

### Key Selection Criteria

#### 1. Demonstrated experience in Human Resources administration and workforce compliance

- Proven ability to manage end-to-end HR processes, including recruitment, onboarding, induction, compliance checks, probation tracking, and maintaining accurate HR records and systems.
- Experience advising senior leaders on HR matters.
- Experience ensuring adherence to regulated frameworks, employment awards, legislative and organisational requirements and Child Safe environments.

#### 2. Leadership and coordination skills

- Demonstrated capacity to lead and coordinate administrative or HR functions, including supporting team members, delegating tasks, and ensuring continuity of operations during manager absence.
- Ability to contribute to organisational planning, project work, and service improvement initiatives.

#### 3. Demonstrated experience in HR/Finance interface for payroll coordination

- Experience providing accurate and timely payroll inputs, including time sheet checking, processing new starters and terminations, and liaising with Finance to ensure payroll accuracy.

#### 4. High-level organisational and time-management capability

- Ability to manage competing priorities, meet deadlines, and produce accurate reports and documentation within established timeframes.
- Strong attention to detail and ability to maintain quality and consistency across systems and processes.

#### 5. Well-developed communication and interpersonal skills

- Ability to communicate effectively and professionally with staff at all levels, including management, external stakeholders, and new employees.
- Proven ability to handle sensitive information with discretion, confidentiality, and sound judgement.

#### 6. Experience in training administration and workforce development systems

- Ability to coordinate staff training and professional development processes, including managing training platforms, tracking compliance, and producing related reports.

#### 7. Knowledge of quality systems, document control, and continuous improvement

- Experience contributing to Continuous Quality Improvement (CQI) activities, maintaining up-to-date

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organisational resources, and supporting internal auditing processes.

- Ability to work collaboratively to ensure accurate document version control and compliance.

### 8. Ability to work autonomously while contributing to a collaborative team environment

- Demonstrated initiative and capacity to work independently, while also actively contributing to team goals, shared responsibilities, and organisational culture.

### 9. Alignment with organisational values, ethics, and Code of Conduct

- An interest and understanding of the issues facing young people, commitment to professional integrity, respectful communication, inclusive practice, and maintaining a safe and supportive workplace culture.

Additionally, you must have a;

1. Current driver's license
2. Current Working with Children Check

We are a Child Safe organisation. The position is subject to a successful Police Check and Ongoing employment is subject to a six-month probationary period.

The Bridge Youth + Family Services commits to protecting the safety and security of children and young people and has zero tolerance for child abuse or discrimination.

We are committed to promoting the cultural safety of Aboriginal children and young people, cultural safety of children from diverse culturally and/or linguistically backgrounds, and to providing a safe environment for children and young people with a disability or who are part of the LGBTQIA+ community.

The Bridge Youth + Family Services actively works to listen and empower children and young people and has systems to protect them from abuse.

The Bridge Youth + Family Services will take all allegations seriously and will respond to them in line with the Victorian Child Safe Standards, DFFH Human Service Standards mandatory reporting and our organisation's internal policies and procedures.



Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_