

# Position Description

## Human Resources Officer



<b>Position title</b>	Human Resources Officer.
<b>Classification</b>	Social, Community, Home Care and Disability Services Award 2010 - Level 5. Pay point dependent upon experience.
<b>Salary range</b>	Hourly rate \$52.28 to \$54.65. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office.
<b>Conditions</b>	Employee Bargaining Agreement. A mobile phone and laptop will be provided. Flexible Work Arrangements available. Fixed term contract to 11 June 2027.
<b>Work location</b>	Office based in Bendigo.
<b>Team</b>	People and Culture.
<b>Hours of work</b>	Full-time - 38 hours per week, 1.0 FTE. Flexibility to be part-time 30.4 hours per week, 0.8 FTE for the right candidate. Some out of hour's work may be required.
<b>Direct reports</b>	NIL.
<b>Accountability</b>	Head of People and Culture.

### Position Purpose

The Human Resources Officer provides high-quality generalist human resources coordination and support under the direction of the Head of People and Culture. The role is responsible for coordinating end-to-end HR processes across recruitment, onboarding and induction, employee lifecycle administration, staffing matters, flexible working arrangements, compliance and reporting.

This position contributes to organisational compliance with employment legislation, industrial instruments and internal policies through accurate administration, record-keeping and procedural guidance. The Human Resources Officer contributes to the development and maintenance of HR systems, policies and procedures, supports workforce reporting and continuous improvement initiatives, and delivers consistent, confidential and values-aligned advice and support to employees and managers.

The role works collaboratively across the organisation, builds strong professional relationships and contributes to a safe, inclusive, ethical and psychologically healthy workplace aligned with CNV's purpose, vision and values.

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### Key Relationships

#### INTERNAL

- CEO and Executive Leadership Team
- Senior Managers and Team Leaders
- Finance Team
- All CNV staff

#### EXTERNAL

- Recruitment agencies
- HRIS providers
- Employment relations and legal providers
- Industry and regulatory bodies (e.g. WorkSafe, AHRI, VCCI)

### Key Accountabilities

Key Result Area	Performance expectations
<b>Recruitment &amp; Workforce Support</b>	<ul style="list-style-type: none"> <li>• Coordinate end-to-end recruitment activities, including role setup, advertising, shortlisting coordination, interview scheduling and conducting, referee checks and preparation of offers.</li> <li>• Prepare letters of offer, employment contracts and variations using approved templates and in line with industrial instruments.</li> <li>• Support the review and maintenance of position descriptions in consultation with hiring managers and the Head of People and Culture.</li> <li>• Coordinate, chair and manage interview panels, ensuring lawful, consistent and inclusive recruitment processes.</li> <li>• Ensure recruitment processes are timely, candidate-focused and compliant with CNV policies, procedures and equal employment opportunity obligations.</li> </ul>
<b>Employee Lifecycle Administration</b>	<ul style="list-style-type: none"> <li>• Coordinate and administer all stages of the employee lifecycle, including onboarding, probation, employment changes and exits.</li> <li>• Monitor probationary periods and follow up with managers to ensure timely completion and documentation.</li> <li>• Accurately process employee lifecycle changes and provide clear, timely support to employees and managers on related queries.</li> <li>• Coordinate flexible working arrangements, in line with policy, legislation and CNV's commitment to employee wellbeing.</li> </ul>
<b>HR Compliance &amp; Employment Relations Support</b>	<ul style="list-style-type: none"> <li>• Assist the Head of People and Culture to apply relevant employment legislation and industrial instruments, including the Fair Work Act and SCHADS Award.</li> <li>• Support managers with process guidance, ensuring procedural fairness, policy compliance and psychologically safe approaches to employee engagement.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Support the development and review of HR policies, procedures, templates and continuous improvement initiatives.</li> <li>• Provide coordination support for performance and employee relations processes, escalating complex or sensitive matters as required.</li> <li>• Apply procedural fairness, ethical outcomes and confidentiality in all HR activities, supporting respectful and psychologically safe outcomes.</li> <li>• Contribute to audits, reviews and continuous improvement initiatives.</li> </ul>
<b>HR Reporting, Records &amp; Systems</b>	<ul style="list-style-type: none"> <li>• Maintain accurate up-to-date HR records, employee files and databases, ensuring data integrity and accessibility.</li> <li>• Prepare and coordinate routine HR reporting, including workforce metrics, recruitment activity and compliance tracking.</li> <li>• Maintain effective document control and version management of HR documentation.</li> <li>• Support improvements to HR systems and processes and respond to internal requests for HR information in a timely and professional manner.</li> </ul>
<b>Work Health, Safety &amp; Psychological Wellbeing</b>	<ul style="list-style-type: none"> <li>• Support organisational compliance with OHS legislation and internal frameworks through coordination, implementation, and monitoring of psychosocial risk management activities.</li> <li>• Promote a safe, respectful and psychologically healthy workplace culture.</li> </ul>
<b>Capability Building &amp; Support to the Organisation</b>	<ul style="list-style-type: none"> <li>• Coordinate or support delivery of internal training, information sessions and resources to build understanding of HR processes and compliance requirements.</li> <li>• Act as a knowledgeable point of contact for routine HR process and policy enquiries.</li> <li>• Share expertise and contribute constructively to team and organisational objectives.</li> <li>• Undertake additional duties as directed within skills, knowledge and capability.</li> </ul>
<b>Values, Conduct &amp; Professional Practice</b>	<ul style="list-style-type: none"> <li>• Work consistently in alignment with the CNV's purpose, vision and values.</li> <li>• Comply with all organisational policies, procedures and statutory obligations, including child safety, equal opportunity and occupational health and OHS requirements.</li> <li>• Model ethical behaviour, professionalism and respect in all interactions.</li> <li>• Contribute to a safe, inclusive and equitable workplace.</li> </ul>

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### Competencies

<b>Teamwork</b>	Attend and participate in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision. Work well with others in the pursuit of team goals, share information, support others, show consideration, concern and respect.  Gain the cooperation of clients and staff where required.
<b>Problem Solving</b>	Capable of discussing and resolving specialist problems. Ability to develop options and resolution to problems.
<b>Time Management</b>	The position requires skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
<b>Ability to Manage Tasks</b>	Set priorities and achieve positive outcomes within agreed timelines.
<b>Resilience</b>	Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure.
<b>Negotiation Skills</b>	Ability to negotiate on delivery of conflicting time critical tasks.
<b>Interpersonal Skills</b>	The position requires the ability to gain cooperation and communicate with others.
<b>Attention to Detail</b>	This position requires a high level of accuracy and attention to detail.
<b>Relationships</b>	Capable of gaining the co-operation and assistance from staff to enable daily tasks to be performed.
<b>Responsiveness</b>	Demonstrates responsiveness to changes implemented by CNV and managers.
<b>Judgement and Decision Making</b>	Identifying and understanding problems and opportunities by gathering, analysing, and interpreting information. Using your own judgement to provide specialist advice to employee classified at a lower level.
<b>Written Communication Skills</b>	Prepare clear and accurate correspondence.

**Leadership Capabilities**

<b>Application of Values</b>	Leads and inspires others with self-awareness of our biases and how they may contribute to perpetuating structural and systemic inequality.
<b>Decision Making</b>	Allows for deep enquiry and collaborative decision making and is open about the information used to make those decisions.
<b>Transparency, Accountability &amp; Excellence</b>	Recognises own role in achieving goals and contributes to the delivery of team objectives.
<b>Change &amp; Transformation</b>	Models agility, remains accessible and positive and keeps the team focused and well informed through periods of uncertainty. Builds resilience and gains commitment for change and transformation through clear and authentic communication which inspires collective ownership.
<b>Collaboration &amp; Partnerships</b>	Encourages staff to think and act cooperatively, actively seeks opportunities to break down silos, and build cross team collaboration.
<b>Nurturing Talent</b>	Supports team members to build emotional self-awareness.
<b>Knowledge</b>	An understanding of broader CNV strategic priorities, and how these are achieved through the team's day to day work. Knowledge of OH&S and HR process.
<b>Empower &amp; Inspire</b>	Actively works to celebrate achievements. Recognises and acts on performance at all levels.
<b>Communication</b>	Listens, leads and communicates with an open mind, and a lens of head, heart and body.
<b>Diversity &amp; Inclusion</b>	Understands the value of diverse perspectives, and supports diverse approaches that enable all individuals to participate to the best of their ability. Leverages individual differences to achieve success.
<b>Workplace Environment</b>	Applies strengths-based solutions to staffing matters, building a safe space for all staff. Proactively works to anticipate and resolve issues that impact staff safety and provide a team environment of clarity, trust or impact.
<b>Equality &amp; Power Sharing</b>	Approaches conversations with a view to reaching, where possible, collective decisions and agreements, encouraging contributions from all team members.

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### Key Selection Criteria

#### **Mandatory:**

1. Relevant qualifications in Human Resources, Workplace Relations or a related discipline and/or demonstrated experience in a similar HR generalist or People and Culture support role.

#### **Essential:**

2. Demonstrated understanding of and support for the feminist philosophy and principles of CNV, with the ability to work in accordance with organisational policies and procedures to promote CNV's values.
3. Proven experience working under direction to deliver high-quality HR outcomes, including effectively planning work, managing competing priorities, meeting deadlines and responding positively to changing demands in a fast-paced environment.
4. Sound knowledge and practical experience in the interpretation and application of relevant employment legislation and industrial instruments, including the Fair Work Act, Awards and Agreements.
5. Demonstrated HR generalist capability across the employee lifecycle, including recruitment, interviewing, onboarding and induction, with a strong understanding of fair, inclusive and compliant recruitment practices.
6. Highly developed written and verbal communication skills, with experience preparing HR documentation and reports, maintaining accurate records, interpreting workforce or compliance data, and using Microsoft Office and HR systems (experience with SharePoint, Teams and HRIS desirable).

### Application Process

**To be considered for this role, you will need to provide a cover letter and current resume.**

**Applicants will be assessed against the Key Selection Criteria listed in the Position Description.**

**Find information about the Application Process on the Careers page of our website**

**<https://www.cnv.org.au/job-application-process>**

**Application close: Friday 8<sup>th</sup> May 2026.**

**Note: we will review applications as they come in and may close the advertisement earlier.**

CNV is an Equal Opportunity Employer; values diversity and encourages applications from Aboriginal and Torres Strait Islander people, people living with disabilities and culturally and linguistically diverse backgrounds.

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Further information regarding employee benefits, organisational overview and further job opportunities can be found on the Careers page of our website [www.cnv.org.au](http://www.cnv.org.au)

Any enquiries can be directed to the People and Culture team on 03 5430 3000 or by email [vacancies@cnv.org.au](mailto:vacancies@cnv.org.au)

### Other Requirements

Requirements	Performance expectations
<b>Mandatory prior to commencement</b>	<ul style="list-style-type: none"> <li>• All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last 10 years).</li> <li>• A current Employee Working with Children Check (WWCC) card is required and must be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment.</li> <li>• All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process.</li> <li>• Applicants are required to provide a certified copy of relevant Qualifications.</li> <li>• Employees must hold a valid Australian driver's license to drive CNV fleet vehicles.</li> </ul>
<b>Eligibility and the Right to Work and Live in Australia</b>	<p>To be considered for employment at the Centre for Non-Violence (CNV) you are required to have Australian citizenship or to be a permanent resident of Australia or have a valid visa that provides work rights.</p> <p>You can gain employment with CNV if you are:</p> <ul style="list-style-type: none"> <li>• An Australian citizen - a birth certificate, citizenship certificate or current passport is proof of eligibility.</li> <li>• A non-citizen with a valid visa that provides work rights - a current passport containing the visa is proof of eligibility. As the visa has an expiry date, non-citizens can only engage in casual, temporary or fixed term roles that do not extend beyond the expiry date.</li> </ul> <p>Documents that are a proof of Right to Work:</p> <ul style="list-style-type: none"> <li>• Australian Passport.</li> <li>• Full Australian Birth Certificate and a form of photo ID.</li> <li>• Australian Citizenship Certificate.</li> <li>• Certificate of evidence of resident status.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Valid visa with work rights.</li> </ul>
<b>Cultural and Child Safety Statement</b>	<ul style="list-style-type: none"> <li>• CNV is a child safe organisation. We are committed to the safety, participation, and empowerment of all children and young people that engage with our organisation, including but not limited to individuals who identify as Aboriginal and Torres Strait Islander, Culturally and/or linguistically diverse, Gender diverse and/or same sex attracted and People with a disability.</li> </ul>
<b>CNV Board Statement of Commitment</b>	<ul style="list-style-type: none"> <li>• We recognise and acknowledge Aboriginal and Torres Strait Islander peoples as the First Nations people of these lands and waterways.</li> <li>• We acknowledge Aboriginal and Torres Strait Islander peoples' sovereignty, and sacred connection to the lands and waterways and we celebrate their strong and enduring cultures, identities, and self-determination.</li> <li>• We are sorry for the endured trauma and torment of powerlessness inflicted on Aboriginal and Torres Strait Islander peoples as a result of the ongoing impact of colonisation, systemic discrimination, and white privilege.</li> <li>• We accept and acknowledge the invitation to walk with Aboriginal and Torres Strait Islander peoples, and strongly support the Uluru Statement from the Heart, constitutionally enshrined Voice to Parliament and the call for a Makarrata Commission to supervise agreement, treaty, and truth-telling about our history.</li> <li>• We uphold the unique human rights of Aboriginal and Torres Strait Islander peoples as outlined by the United Nations Declaration of the Rights of Indigenous Peoples and seek a future where they have power of their voice, rights, destiny, and their children flourish.</li> </ul>
<b>Cultural Safety in the Workplace</b>	<ul style="list-style-type: none"> <li>• CNV recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge, and experience to the workplace. They also contribute important insight into how CNV can provide for and engage with Indigenous clients and communities more effectively.</li> </ul>
<b>Commitment to CNV's vision and Philosophies</b>	<ul style="list-style-type: none"> <li>• Champion and act as an advocate for the highest standards of ethical and professional behaviour.</li> <li>• Strong commitment to CNV's vision, feminist values and principles including an understanding of the role and impact of gender and other inequalities in relation to family violence.</li> </ul>
<b>Our commitment to diversity and inclusion</b>	<p>CNV strives to be an inclusive, safe, and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:</p> <ul style="list-style-type: none"> <li>• Aboriginal and Torres Strait Islander.</li> <li>• LGBTIQ+.</li> </ul>



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	<ul style="list-style-type: none"> <li>• People with disabilities.</li> <li>• People from diverse cultural and linguistic backgrounds.</li> <li>• People of all ages.</li> <li>• People with caring responsibilities.</li> <li>• People with diverse religious beliefs or affiliations.</li> </ul> <p>All CNV employees, contractors and volunteers are required to:</p> <ul style="list-style-type: none"> <li>• Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination.</li> <li>• Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.</li> <li>• Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager.</li> <li>• Participate in and contribute to training, events, and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion.</li> <li>• Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.</li> </ul>
<p><b>Occupational health &amp; safety (OHS)</b></p>	<p>CNV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.</p> <p>In achieving and maintaining workplace health and safety, CNV will apply best practice in OHS in accordance with statutory obligations at all times.</p> <p>All CNV employees, contractors and volunteers are required to:</p> <ul style="list-style-type: none"> <li>• Take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and CNV's OHS policies and procedures.</li> <li>• Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others.</li> <li>• Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace.</li> <li>• Report all injuries, illness or 'near misses' to their supervisor or manager.</li> <li>• Participate in relevant health and safety training based on roles and responsibilities.</li> <li>• As required, participate in the development and implementation of specific OHS hazard and risk management strategies.</li> </ul>

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	<p>CNV strongly recommends (but does not mandate) that all employees maintain their COVID-19 vaccination status in accordance with ATAGI advice.</p> <p>In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors, and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training, and reporting systems.</p>
<p><b>Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Follow all CNV policies and procedures in relation to risk management.</li> <li>• Conduct risk assessments.</li> <li>• Demonstrate an understanding of, and a commitment to, CNV's Risk Management Framework.</li> <li>• Report all hazards and incidents of which they become aware.</li> <li>• Follow all CNV policies and procedures in relation to risk management.</li> <li>• Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.</li> </ul>
<p><b>Privacy</b></p>	<ul style="list-style-type: none"> <li>• CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principals (APPs) and is committed to protecting the information it collects, monitoring its use and maintaining its integrity. Therefore, any information collected will be solely for the primary purpose intended and will be destroyed when no longer required.</li> <li>• Ensure all Privacy and Data Security practices as outlined in policy are being maintained by staff through the provision of induction/probation information, instruction, training, and supervision.</li> </ul>
<p><b>Use of Confidential Information</b></p>	<p>Employees shall not use confidential information to gain advantage for themselves or for any person or body, nor shall they use this information improperly to cause harm to any person, body or CNV.</p> <p>Both during and after employment with CNV, employees must:</p> <ul style="list-style-type: none"> <li>• Not communicate confidential or private information to third parties.</li> <li>• Not make use of any information gained through employment at the Centre for Non-Violence Inc for any purpose other than the discharge of official duties.</li> <li>• Only access personal records, files, and information to facilitate direct work.</li> </ul>

### **Position Description Changes**

This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of CNV's goals and priorities, activities or focus of the job. The incumbent

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can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.