

People Experience & Workplace Relations Lead

Position title	People Experience & Workplace Relations Lead
Classification	Social, Community, Home Care and Disability Services Award 2010 - Level 7. Pay point dependent upon experience.
Salary range	Hourly rate \$61.78 to \$64.36. 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.
Conditions	Employee Bargaining Agreement. A mobile phone and laptop will be provided. Flexible Work Arrangements available. Ongoing contract.
Work location	Office based in Bendigo.
Team	People & Culture.
Hours of work	Full-time, 1.0 FTE. Some out of hour's work may be required.
Direct reports	Human Resource Officers and/or appropriate direct reports as required.
Accountability	Head of People & Culture.

Role Overview

CNV is committed to a culture of care, accountability and high-quality service, where people feel supported to do their best work. As the organisation grows and evolves, the People Experience & Workplace Relations Lead role has been established to strengthen leadership capability, improve consistency in people practices, and ensure workforce systems remain sustainable and responsive.

Reporting to the Head of People & Culture, the role integrates strategic and operational responsibilities. It supports core People & Culture functions, including employee relations, policy, workplace concerns and compliance, while contributing to approaches that build leadership confidence and organisational resilience.

Working in partnership with leaders, the role builds shared capability and accountability in people management. It also leads the HR Officers to deliver a collaborative and responsive service aligned with CNV's strategic direction and feminist values.

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Position Purpose

The People Experience & Workplace Relations Lead translates CNV's vision and values into practical, consistent people practices that support a safe, inclusive and high-performing organisation.

The role supports a connected and responsive People & Culture function, partnering with leaders to build their confidence and capability to lead with care, fairness and accountability. It embeds clear, values-led policies and approaches that promote transparency, cultural safety and respectful decision-making.

With a focus on early support, the role strengthens staff wellbeing and psychosocial safety by encouraging timely conversations, responding to emerging pressures and supporting positive team environments. It also supports complex people matters, including workplace concerns, conflict and investigations, using balanced and restorative approaches.

In supporting change and industrial relations, the role promotes inclusive, consultative processes that centre staff voices. Guided by feedback and continuous improvement, it strengthens systems and practices to support a consistent, connected approach to people management and a resilient, adaptable organisation.

Key Relationships

INTERNAL

- CEO
- Executive Leadership Team
- Senior Managers
- Team Leaders
- Finance Team

EXTERNAL

- Victoria Chamber of Commerce
- Australian HR Institute
- Employment Relations Lawyers
- Employee Representatives

Key Accountabilities

Key Result Area	Key Responsibilities
Employee Relations, Leader Support	<ul style="list-style-type: none">• Support leaders to embed a people-centred approach that recognises effort and supports staff to thrive.• Support and empower leaders to apply fair, consistent and values-aligned practices across performance, development, flexible work and workforce planning.• Build leadership capability in early intervention, constructive conversations and management of complex people matters.

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	<ul style="list-style-type: none"> • Ensure compliance with relevant legislation and CNV's Leadership Approach.
Safety, Wellbeing & Psychosocial Risk	<ul style="list-style-type: none"> • Support leaders and work collaboratively with OHS area to identify and address psychosocial risks (e.g. workload, isolation, conflict, change fatigue). • Equip leaders with practical strategies to promote wellbeing, engagement and safe team environments. • Guide leaders in consultation, reporting and risk management responsibilities.
Workplace Investigations	<ul style="list-style-type: none"> • Lead end-to-end workplace investigations, including planning, evidence assessment, stakeholder engagement, and delivery of clear, well-documented findings and recommendations.
Conflict Resolution & Team Dynamics	<ul style="list-style-type: none"> • Facilitate mediations and restorative conversations and coach leaders to navigate challenging situations with empathy and clarity to build trust and positive team outcomes.
People & Culture Policy Framework - Ownership & Development	<ul style="list-style-type: none"> • Review, develop and maintain policies to ensure compliance with legislation and alignment with organisational values. • Develop and maintain HR procedures that are compliant, practical and sustainable. • Maintain policy governance systems including version control, registers and templates.
People Management & Leadership	<ul style="list-style-type: none"> • Direct supervision of Human Resource Officers and other appropriate direct reports, aligning collective strengths with organisational goals and People & Culture priorities. • Foster a culture of trust, growth, and inclusion while developing simple, effective HR systems and insights that evidence impact. • Provide accurate, timely reporting and Human Resources insights, briefing papers, written advice, slide decks and presentations to support good governance and decision making.
Change Management & Industrial Relations	<ul style="list-style-type: none"> • Support leaders to implement change and transformation in a compliant, consultative, and people centred way, including providing clear guidance on the SCHADS Award, CNV EBA, and other industrial instruments. • Work collaboratively with employee representatives to foster transparent, positive workplace relationships, including participation in the Employee Relations Working Group.
Leader Capability	<ul style="list-style-type: none"> • Build leadership capability through coaching, training and practical tools aligned to CNV's Leadership Program.

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	<ul style="list-style-type: none"> • Support early identification and response to workforce pressures and emerging issues. • Strengthen consistent supervision, performance feedback and team development practices. • Support workforce planning, including succession and role continuity. • Equip leaders to lead through change with clarity, empathy and accountability.
Other Duties as Required	<ul style="list-style-type: none"> • Undertake duties appropriate to the role as directed. • Act in the Head of People & Culture role when required.

Competencies

Management Accountability	Ability to lead skilfully within delegated responsibilities; encourage open discussion.
Behave with Integrity	Uphold and model the vision and values of CNV Inc. Treat people fairly and with respect, ability to work within a feminist framework; models and promotes organisational values and adhere to the CNV's Code of Ethics.
Managerial courage	Ability to provide timely and constructive feedback to staff; make difficult decisions and address practice and performance issues.
Negotiating	Ability to negotiate skilfully in difficult situations with staff and the broader service system; to be both direct and diplomatic.
Resilience	Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure.
Decisiveness	Uses available information and exercises good judgement to make sound, timely and well-informed decisions.
Managing and Measuring Work	Ability to clearly assign responsibility for tasks and decisions; set clear objectives and performance requirements; monitor process, progress and outcomes; and design feedback loops into supervision.
Teamwork	Attends, participates and facilitates 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.
Problem Solving	Capable of discussing and resolving specialist problems. Ability to develop options and resolution to problems.

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Leadership Capabilities

The People Experience & Workplace Relations Lead provides leadership in alignment with CNV's Leadership Program, ensuring a consistent, values-led approach across the organisation. The role actively supports the embedding of agreed leadership language, behaviours and practices into everyday ways of working, strengthening clarity, accountability and connection across teams. Through coaching, modelling and practical implementation, the role fosters a shared understanding of leadership expectations and supports leaders to apply these consistently in decision-making, people management and team development.

Key Selection Criteria

1. Relevant tertiary qualification and/or equivalent experience in Human Resources, Employment Relations, Organisational Development or a related field.
2. Demonstrated alignment with CNV's values, including a commitment to feminist principles, equity, inclusion and culturally safe practice.
3. Demonstrated experience in People & Culture / Human Resources leadership, including oversight of employee relations, policy development, workforce systems and compliance.
4. Proven ability to build leadership capability, including coaching and supporting managers to confidently lead their teams, hold early and constructive conversations, and foster positive, accountable and psychologically safe workplaces.
5. A sound working history of leading and supporting a People & Culture / HR team, fostering a collaborative, responsive and high-quality service culture.
6. Strong capability in employee relations and complex people matters, including workplace investigations, conflict resolution and supporting leaders to manage performance, conduct and wellbeing in a fair, consistent and values-led way.
7. Strong understanding of industrial relations and change processes, with the ability to support consultative, compliant and people-centred approaches, including working with employee representatives.
8. Sound experience in developing and embedding people policies, frameworks and practices that are measurable, clear, accessible and aligned with organisational values, legislative requirements and best practice.
9. Ability to use data, feedback and continuous improvement approaches to inform decision-making, strengthen systems and enhance employee experience.

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Application Process

To apply, please submit a cover letter and your current resume.

We assess applications against the Key Selection Criteria in this Position Description.

More information about how to apply is available at <https://www.cnv.org.au/job-application-process>

Application close: 12th June 2026.

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

CNV is an Equal Opportunity Employer. We welcome applications from Aboriginal and Torres Strait Islander people, people with disability, and people from culturally and linguistically diverse backgrounds.

More about CNV, employee benefits and current opportunities is available at www.cnv.org.au

For enquiries, please contact the People & Culture team on 03 5430 3000 or email vacancies@cnv.org.au.

Other Requirements

Requirements	Performance expectations
<p>Mandatory prior to commencement</p>	<ul style="list-style-type: none"> • All offers of employment are subject to satisfactory background checks including a National Police Check (including international police check if resided continuously in an overseas country for 12 months or more in the last 10 years). • 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. • All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. • Applicants are required to provide a certified copy of relevant Qualifications. • Employees must hold a valid Australian driver’s licence to drive CNV fleet vehicles.
<p>Eligibility and the Right to Work and Live in Australia</p>	<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>

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	<ul style="list-style-type: none"> • An Australian citizen - a birth certificate, citizenship certificate or current passport is proof of eligibility. • 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. <p>Documents that are a proof of Right to Work:</p> <ul style="list-style-type: none"> • Australian Passport. • Full Australian Birth Certificate and a form of photo ID. • Australian Citizenship Certificate. • Certificate of evidence of resident status. • Valid visa with work rights.
<p>Cultural and Child Safety Statement</p>	<ul style="list-style-type: none"> • 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.
<p>CNV Board Statement of Commitment</p>	<ul style="list-style-type: none"> • We recognise and acknowledge Aboriginal and Torres Strait Islander peoples as the First Nations people of these lands and waterways. • 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. • 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. • 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. • 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.
<p>Cultural Safety in the Workplace</p>	<ul style="list-style-type: none"> • CNV recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills,

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	<p>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.</p>
<p>Commitment to CNV’s vision and Philosophies</p>	<ul style="list-style-type: none"> • Champion and act as an advocate for the highest standards of ethical and professional behaviour. • 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.
<p>Our commitment to diversity and inclusion</p>	<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"> • Aboriginal and Torres Strait Islander. • LGBTIQ+. • People with disabilities. • People from diverse cultural and linguistic backgrounds. • People of all ages. • People with caring responsibilities. • People with diverse religious beliefs or affiliations. <p>All CNV employees, contractors and volunteers are required to:</p> <ul style="list-style-type: none"> • 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. • Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity. • 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. • Participate in and contribute to training, events, and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion. • Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.
<p>Occupational health & safety (OHS)</p>	<p>CNV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.</p>

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	<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"> • 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. • Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others. • Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace. • Report all injuries, illness or ‘near misses’ to their supervisor or manager. • Participate in relevant health and safety training based on roles and responsibilities. • As required, participate in the development and implementation of specific OHS hazard and risk management strategies. <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>Risk Management</p>	<ul style="list-style-type: none"> • Follow all CNV policies and procedures in relation to risk management. • Conduct risk assessments. • Demonstrate an understanding of, and a commitment to, CNV’s Risk Management Framework. • Report all hazards and incidents of which they become aware. • Follow all CNV policies and procedures in relation to risk management. • Raise concerns and/or complaints in a constructive manner, including identifying possible solutions. • Educate and monitor staff knowledge and practice regarding Risk Management through the provision of induction/probation information, instruction, training, and supervision.

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	<ul style="list-style-type: none"> • 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. • Champion and act as an advocate for the highest standards of ethical and professional behaviour.
Privacy	<ul style="list-style-type: none"> • CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principles (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. • 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.
Use of Confidential Information	<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"> • Not communicate confidential or private information to third parties. • 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. • Only access personal records, files, and information to facilitate direct work.

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 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.