Position Description

Richmond
Partners in Health and Wellbeing
He whiringatahi mō te oranga tinana, oranga wairua

Vision

Partners in Health and Wellbeing
He whiringatahi mō te oranga tinana, oranga wairua

Employee Purpose

Working together to provide quality services that support outcomes clients care about.

Our practice and decisions are based on the principles of being:

Person-centred
Evidence informed
Outcomes focused

Values

Integrity
Collaboration
Innovation

Position Title:	**Human Resources Consultant**
Location:	Shared Support Services
Reporting To:	Senior HR Consultant
Purpose Of Position:	To provide quality human resource advice and support that is in line with statutory requirements and meets the needs of internal clients and stakeholders. To support the implementation of HR strategic plans that are aligned to organisational objectives.

Key relationships:

Internal	External
Strategic Management Group People & Capability Team Divisional and line managers Other staff at all levels	Own HR network Union representatives Legal Advisors ACC Account Manager EAP provider

Primary Responsibilities	Key Functions
Human Resource Advice	➢ Build the capability of managers in HR practice through support and guidance in areas such as disciplinary investigations, grievance matters, re-structures and formal performance management.

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Human Resource Advice (contd)	➢ Provide 'call centre' function for managers with complex employee relations problems, re-directing as appropriate. ➢ Participate in the development and implementation of HR policies, processes and management tools across the range of HR management functions.
Operational Support	➢ Support the development and implementation of self-service functions, including the HR Toolkit. ➢ Support development of management capability through facilitation of workshops, presentations and training sessions in areas related to HR management. ➢ Support the organisation's Health and Safety employee participation programme. ➢ Support the organisation's Harassment Prevention Network. ➢ Support the implementation of the organisation's Health and Safety policies and procedures, educating staff on compliance requirements and supporting the Return to Work programme.
Personal Development	➢ Instigate own personal and professional development needs with the General Manager People and Capability based on specific job-related competencies.
Support the activities of the wider organisation in line with RNZTL's strategic plan and objectives	➢ Contribute to accomplishment of team goals. ➢ Undertake People and Capability related project work as required. ➢ Undertake administration tasks associated with own activities.

Person Specification

FOUNDATION COMPETENCIES	➢ **Building Trust** - Interacting and communicating with others i.e. clients, family/whanau, communities and each other in a way that gives confidence in one's intentions and those of Richmond. ➢ **Focus on Service Delivery** - Providing excellent service to others as the primary focus of one's actions, achieved through developing and sustaining effective relationships and evidence informed practice. ➢ **Valuing Diversity and Human Rights** – Appreciating the strengths, insights and ideas of people; being curious to build awareness of differences and supporting diversity in others; striving to uphold the human rights of individuals. ➢ **Resilience** - Succeeds personally and professionally through the application of a positive, solution focused approach to adversity, disappointment and challenging situations; utilises multiple techniques to achieve effective performance; is persistent but realistic and displays adaptability in the face of changing circumstances. ➢ **Continuous Quality Improvement** - Is self-motivated; reflects on practice and seeks to improve to continually deliver excellent quality services. Setting high standards of performance of self and others, assumes responsibility and accountability for successfully completing assignments or tasks ➢ **Challenging Stigma and Discrimination** - Using strategies to challenge stigma and discrimination; provides and promotes a valued place for clients within Richmond services and the wider communities.
ROLE SPECIFIC COMPETENCIES	➢ **Coaching** – Providing timely guidance and feedback to help others strengthen specific knowledge/skill areas to fulfil responsibilities or tasks. Allocates tasks appropriately and provides the necessary support. ➢ **Planning and Organising** – Establishing courses of action for self and others to ensure that work is completed efficiently. ➢ **Building Working Relationships** - Developing and using collaborative relationships to facilitate the accomplishment of work goals. ➢ **Initiating Action -** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.

KNOWLEDGE REQUIREMENTS	➢ **Qualifications -** o Tertiary qualification in Human Resource Management / Employee Relations or equivalent relevant experience ➢ **Skills** - o Intermediate level of computer literacy in Microsoft Office software and multi-media systems including Word, Excel, email, internet, intranet o Excellent listening, verbal and written communication skills including the ability to prepare and present formal reports o The ability to use a variety of skills to engage people in a wide range of situations in achieving quality organisational outcomes ➢ **Knowledge / Experience** - o Knowledge of legislation, e.g. ERA, H&S, Holidays Act o Generalist knowledge and experience of working within contemporary NZ employment law and human resource management legislation, e.g. ERA, Privacy Act o Specialist knowledge in either employee relations or employee health and safety well-being practices