

Job Title:	HR Mission Partner	Job Category:	Full Time / Part Time
Department/Area:	Operations	Travel Required:	As required for regional travel
Reporting to:	Manager of People and Culture	Salary Packaging:	N/A
Location:	Head Office	Direct Reports:	Nil
Supervision:	The employee is subject to regular supervision and periodic reviews.		

Role and Responsibilities

Reporting to the Manager of People and Culture, the HR Mission Partner holds end-to-end responsibility for human resources support across a defined region of Western Australia. Each Mission Partner delivers the full range of HR support to the schools, chaplains, volunteers and managers within their region, covering recruitment, employment, employee relations, performance, wellbeing and compliance.

The Mission Partner is the known and trusted HR contact for their region. They work alongside the School Services Managers, understanding the schools, sporting clubs and people, providing practical, timely support so that chaplains and volunteers can outwork their roles in expressing God's love and presence in their communities.

Mission Partners operate as one team across three regions. Each holds their own region, applies shared standards and tools, contributes to the collective knowledge of the team, and provides cover for other regions during absence or peak demand.

Mission and Values

- Model YouthCARE's values of hope, respect, compassion and service in every interaction with staff, chaplains, volunteers and managers.
- Apply YouthCARE's values in the handling of sensitive people matters, treating people with respect and compassion through difficult processes, and ensuring that even hard outcomes leave people with dignity.
- Participate in organisational prayer, spiritual formation and team life.

Regional Partnership and Service Delivery

- Act as the single, known point of contact for all HR matters within a defined region, covering schools, sporting clubs, chaplains, volunteers, School Services Managers and other managers in that region.
- Build a genuine working partnership with the School Services Managers for their region, understanding their schools, sporting clubs, their chaplains, their vacancy pressures and their priorities.

- Develop practical knowledge of the region, including its geography, its school communities and the particular workforce challenges of metropolitan, regional and remote locations.
- Deliver HR support to agreed service standards, responding within agreed timeframes and keeping people informed on progress.
- Provide advice and coaching to managers and School Services Managers on day-to-day people matters, escalating complex, high-risk or precedent-setting matters to the Manager of People and Culture.
- Identify recurring issues and trends within the region and raise them with the Manager of People and Culture so they can be addressed at a system level rather than case by case.

Recruitment, Onboarding and Employment

- Manage end-to-end recruitment for roles within the region, including position descriptions, advertising, shortlisting, interview coordination, reference checking and offers.
- Work with the School Services Manager to fill chaplain vacancies promptly.
- Support the recruitment, screening and onboarding of volunteers within the region, working with the relevant coordinators.
- Prepare and manage employment documentation, including employment agreements, Customer Order Forms, assignments, variations and end-of-employment documentation, ensuring accuracy and compliance.
- Deliver a consistent, welcoming onboarding and induction experience so that new chaplains, staff and volunteers feel connected to YouthCARE from the outset.
- Ensure all appointments meet Working with Children Check, NCCHC and other screening requirements before commencement, without exception.
- Liaise with Payroll to ensure employment changes are processed accurately and on time.

Employee Relations and Performance Support

- Provide first-line employee relations advice to managers and School Services Managers within the region, including performance concerns, conduct and workplace conflict.
- Coach managers to hold clear, fair and timely conversations, and to address concerns early rather than late.
- Support probation, suitability and performance review processes for chaplains and staff in the region, ensuring they are completed on time.
- Assist the Manager of People and Culture with complex performance, conduct, grievance and investigation matters, maintaining confidentiality and procedural fairness at all times.
- Escalate matters involving child safety, reportable conduct, serious misconduct or significant legal risk immediately and without exception.

Wellbeing and Engagement

- Promote awareness and use of the Employee Assistance Program and other wellbeing supports.
- Support the implementation of wellbeing and psychosocial risk initiatives within the region, working with the Manager of People and Culture.
- Support injury management and return-to-work processes for the region in partnership with the Manager of People and Culture.

Compliance and Records

- Maintain accurate, complete and secure employee and volunteer records for the region within MyCARE and other HR systems.
- Monitor and maintain clearance and screening currency for all staff and volunteers in the region, escalating lapses before they affect placement.
- Ensure employment practice within the region complies with Western Australian employment legislation, YouthCARE policies and the workforce requirements of the Department of Education Service Agreement.
- Provide accurate regional workforce data and reporting as required, and raise data quality issues promptly.

Learning and Development Support

- Monitor mandatory and compliance training completion within the region, following up outstanding requirements and escalating persistent gaps.
- Work with the Training Coordinator to identify regional training needs and support the delivery of training within the region.
- Support staff, chaplains and volunteers to access the MyCARE Learning Management System and the development opportunities available.

One Team Across Three Regions

- Apply the shared standards, tools, templates and service levels agreed across the Mission Partner team, so that the quality of HR support does not vary by region.
- Contribute actively to team knowledge sharing by bringing regional issues, solutions and learning to the team so that good practice spreads rather than staying in one region.
- Contribute to the continuous improvement of HR processes, tools and systems.

Cross-Functional Collaboration

- Work closely with the School Services Manager for the region as the primary operational partnership of the role.
- Work with the Training Coordinator on regional training needs, delivery and completion.
- Liaise with Payroll and Finance on employment changes, contracts and people data accuracy.
- Work with the Manager of Systems, Quality, Risk and Compliance on HR systems, records, clearance compliance and people data.

- Support the Child Protection and PCIR functions with workforce information, clearance status and records as required.

General

- Contributes to the development and improvement of the performance of the organisation.
- Upholds the Vision, Mission and Values of the organisation.
- YouthCARE upholds and promotes Child Safe policies and procedures.

Key Performance Indicators

Mission and Values

- Staff, chaplains, volunteers and managers experience HR support that reflects hope, respect, compassion and service.
- Sensitive matters handled with confidentiality, fairness and care.

Regional Service Delivery

- School service managers in the region know who their Mission Partner is and report high satisfaction with the support provided.
- Agreed service standards and response timeframes met consistently.
- Recurring regional issues identified and raised for system-level resolution.

Recruitment, Onboarding and Employment

- Time to fill for regional vacancies within agreed targets and reducing over time.
- Chaplain vacancies in the region filled promptly, with vacancy duration tracked and reported.
- 100% of appointments hold current Working with Children Check and NCCHC clearance before commencement.
- Employment documentation accurate, complete and issued within agreed timeframes, with no payroll errors arising from HR documentation.
- New starters report a positive, well-organised onboarding experience.

Employee Relations and Performance Support

- Managers report that HR advice is timely, practical and improves their confidence in handling people matters.
- Probation and performance review processes completed on time and properly documented within the region.
- Matters requiring escalation identified and escalated promptly, without exception.

Wellbeing and Engagement

- Awareness and understanding of the Employee Assistance Program and other wellbeing supports confirmed across the region through engagement measurement.

- Wellbeing and psychosocial risk initiatives implemented within the region to agreed timeframes and standards
- Injury management and return-to-work processes supported effectively, with every claim in the region having a current return-to-work plan

Compliance and Records

- Employee and volunteer records for the region complete, accurate and current.
- 100% clearance and screening currency maintained, with lapses identified before they affect placement.
- Mandatory and compliance training completion within the region at or above target.

One Team Across Three Regions

- Cover provided effectively during absence, with no material drop in service to the covered region.
- Records and case notes maintained to a standard that allows seamless handover.
- Active contribution to team knowledge sharing and continuous improvement.

Selection Criteria

Essential

- Demonstrated generalist human resources experience across the full employment lifecycle, including recruitment, onboarding, employment documentation, employee relations, performance support and compliance.
- Sound working knowledge of Australian employment law and practice, and the ability to apply it accurately to day-to-day situations.
- Demonstrated ability to advise and coach managers on people matters, with the judgement to know what can be handled directly and what must be escalated.
- Proven ability to work autonomously and manage a varied workload across competing priorities, with strong organisation and attention to detail.
- Excellent interpersonal and communication skills, with the ability to build trust and credibility with people who are rarely met face to face.
- Demonstrated ability to handle confidential and sensitive matters with discretion, fairness and sound judgement.
- Strong administrative and systems capability, including accurate record-keeping and confident use of HR information systems.
- Commitment to shared team standards and willingness to cover other regions when needed.
- Support for the Christian mission and vision of YouthCARE and genuine alignment with its values.

Desirable

- Tertiary qualification in Human Resources, Business or a related field, or equivalent experience.
- Experience in a not-for-profit, education, church or community services context.
- Experience working with volunteers alongside employed staff.
- Working knowledge of the Western Australian state industrial relations system.
- Familiarity with HR information and learning management systems.
- Experience with injury management, return-to-work or workers compensation processes.

Reviewed By:		Date:	
Approved By:		Date:	