



the benevolent society

initiating change

# The Role of HR

**Kerri-ann Jones**

**HR Director, The Benevolent Society**

# Key HR elements

Prevention is far better than cure...

- Recruitment & selection
- Induction
- Ongoing education & communication
- Create the culture



# Recruitment & selection

Establish clear expectations up front...

- Position description
- Selection process (eg interview)
- Reference checks
- Criminal record checks



# Induction

Let people know “how we work here”...

- Code of Conduct
- Initial training



# Ongoing education, communication

Don't shirk the tough messages...

- Keep staff well-informed
- Describe issues clearly & concisely
- Have frank discussions of thorny issues



# Create the Culture

Encourage a supportive climate...

- “Dob in a mate?”
- Respect people’s rights
- Manage performance
- Leadership

