

# Position Description

## HR Officer

<b>Reports to:</b>	HR Business Partner
<b>Directorate/Department:</b>	Business Services / People & Culture
<b>Number of direct reports:</b>	As per Organisational Structure
<b>Employment Type:</b>	Permanent Full-Time
<b>Salary/Award Classification:</b>	Level 3/4 – Social, Community, Home Care and Disability Services Industry Award 2010  Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice



### Position Purpose

Working under guidance from the HR Business Partner, the Human Resources (HR) Officer is responsible for providing customer focussed, pragmatic and timely HR advice and support. The role has a HR generalist focus supporting all aspects of HR including, but not limited to: industrial relations, recruitment and selection, learning and development, administration, performance management, remuneration, health and wellbeing and HR reporting.

The HR Officer contributes to the People & Culture team by ensuring accurate and efficient transactional HR services are delivered at an exceptional standard.

### Principal Duties

- Draft, review and issue employment related documents including employment contracts
- Oversee employment contractual obligations and ensure compliance with legal requirements
- Carry out effective on-boarding practices to ensure employees are integrated quickly and processes are seamless, including the management of probationary periods.

- Assist with the administration and maintenance of the staff performance appraisal process
- In conjunction with the HR Business Partner, provide general policy and procedure advice and act as the first point of contact for employees
- Assist the HR Business partner to manage Return to Work Claims
- Support regions to actively engage with employees including assisting with workforce reviews
- Contribute to the development of HR related initiatives, systems and policies, operating procedures and processes
- Support the development and implementation of HR initiatives and embed process and policy within organisation
- Undertake face-to-face exit interviews as appropriate
- Maintain a sound working knowledge of the organisations HRIS, providing support to employees
- Maintain HR related data bases and filing to ensure correct recording of staff related information ensuring data integrity is maintained
- Champion organisational values and culture to ensure the affiliated behaviours are demonstrated across the organisation
- Apply WHS legislation and create and manage a safe work environment
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives
- Maintain and enhance professional knowledge and technical skills by keeping up to date with new development and relevant sector trends
- The responsibilities as specified above may be altered in accordance with the changing requirements of the position

## **Core Competency/Capability**

*(NDS CSS 4)*

*These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework*

### ***Sector & organisation purpose & values***

- An enhanced working knowledge of a human rights based approach and the individual and community context, and sector and organisation purpose and values. Encourages sector and organisation approach and values in other team members.

### *Leadership & teamwork*

- A skilled team member, acting a resource on a regular basis, providing coaching and feedback. Shares knowledge and information with less experienced staff. Varies own schedule, contacting senior staff only to seek specialised help or notify progress or work.

### *Communication*

- Contacts people on non-routine practical matters and external organisations on routine practical matters. Able to communicate flexibly in an appropriate manner. Supports other to effectively record and report. Able to resolve conflicts. Has a network of relevant contacts. Deals with many issues presenting and, when outside skill set, ensure involvement of a more experienced person.

### *Customer relations*

- Works with customers to explore and resolve their practical complex needs, expectations and goals. Uses understanding of relevant service deliver theory and has operational knowledge of supports and services available. Is flexible and suggests alternatives and gathers information to enable effective referral. Undertakes service liaison/communication with customers during complex problem resolution. Understands confidentiality and diversity aspects. Understands and assists with building and maintaining relevant stakeholder relationships.

### *Personal accountability*

- Adheres to organisation policies & procedures and all relevant government legislation and relevant standards. Encourages others. Understands and interprets complicated standards which require variations to procedures. Adopts a professional approach to own accountability and influences others. Support safe work practices. Recognises responsibility in maintaining own organisation's image and reputation and assists other staff.

### *Innovation*

- Meets responsibility using a resourceful and creative approach. Seeks opportunities to innovate within the context of the role. Solves problems requiring the practical application of theory. Understands why risk mitigation and continuous improvement are important and can convey this to less experience staff.

## **Skills & Experience**

*To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills*

### ***Academic or Professional Qualifications***

#### **Essential**

- Hold, studying or be prepared to study towards a tertiary qualification (Diploma) in HR or related discipline
- Minimum 2 years' experience in HR related administrator role

*\*If working towards qualification, salary will be Level 3, with an increase to Level 4 upon completion*

#### **Desirable**

- Working knowledge in human services related sector

### ***Skills & Delivered Performance***

- Demonstrated ability to interpret relevant legislation governing employment, human resources and industrial relations; including Fair Work Act, Awards, Agreements etc
- Knowledge of HR functions (pay & benefits, recruitment, training & development etc.)
- Ability to handle sensitive issues of a confidential nature with tact and professionalism
- Excellent numeracy and literacy skills
- Ability to prioritise multiple tasks and complete work accurately within timeframes
- Strong interpersonal communication skills both verbal and written
- Ability to work independently and as part of a team
- Proficient in the use of Microsoft Programs
- Affinity with nonprofit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

### ***Special Requirements (Essential)***

- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain a DHS Disability Services Employment Screening
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations
- Attend meetings, training and professional development as required
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure

- Accessibility to a personal mobile phone or tablet device that has a data plan enabling access to the internet for the purpose of recording time worked and accessing rosters
- Work across multiple worksites and/or relocate to other worksites (within reason) as required

### *Authority to Act*

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

### *NDIS Code of Conduct*

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

## ***Accepted and Approved***

### **Employee**

**Name:**

**Signature:**

**Date:**

### **HR Business Partner**

**Name:**

**Signature:**

**Date:**