

POSITION DESCRIPTION

Position Title:	Human Resources Officer
Department:	Business Services Unit
Date:	December 2018
Reporting To:	Human Resources Manager
Positions Reporting to this role:	Nil
Internal Liaisons:	All staff, contractors, volunteers
External Liaisons:	Applicants, students, recruitment/training/HR service providers, Government Organisations

Company Overview

The Infants' Home Child and Family Services is a dynamic community-based organisation, with a long tradition and strong sense of contemporary pathways focussing on best practice and research initiatives. We provide integrated early childhood services in an inclusion ethos wherein 30% of our services are targeted to children and families experiencing a range of additional support needs.

The values of The Infants' Home Child & Family Services are integrity, diversity, collaboration and innovation. Central to the work of all staff is ethical practice, which includes:

- Demonstrating mutual respect for colleagues, children, families and management
- Maintaining confidentiality of information
- Using open and honest communication
- Being a supportive member of the program team and the organisation

Purpose/Key Objectives

- Provide staff and managers with timely, accurate and effective human resource management advice, information, support and administration in alignment with the organisation's goals and strategies
- Provide generalist HR support and contribute to the long term development and continuous improvement of the Human Resources function

Responsibilities:

1. Recruitment and Onboarding

- Co-ordinate and work with managers to facilitate, end-to-end recruitment (internal and external campaigns) including revision of position descriptions, advertising, candidate application management, tracking, selection, onboarding and induction programs
- Implement a range of appropriate and cost effective recruitment advertising activities to attract suitable candidates
- Effectively coordinate the new starter and on-boarding processes and documentation for all staff including producing letters of offer and new starter packs, facilitate working with children checks, organise medicals, organise orientation packs, liaise with Payroll and assist with inductions.
- Advise manager of current probation policies and procedures and coordinate reviews, providing advice where necessary on issues as raised.
- Seek onboarding feedback from new employees and proactively assist with resolving any issues.

2. Work Health and Safety

- Develop and coordinate WHS activities to raise awareness including procedures, communications and consultation
- Create and maintain WHS related forms, templates and guidelines
- Collect, record and report all incidents/injuries in the Incident Register
- Assist with risk assessments and identifying and eliminating hazards to support safe work practices
- Coordinate training, meetings and records associated with first aid, fire wardens and WHS Committee

3. Performance Management Systems

- Advise staff and managers on current processes, policies, forms etc required for the Performance Review and Development Program
- Administer the Performance Review Program and provide advice/support to managers and staff in relation to the components of the program
- Provide managers and staff advice/support in relation to performance counselling, discipline (written warnings) and the grievance and dispute resolution process, ensuring all serious issues are escalated to and dealt with by managers and the HRM

4. General HR Support

- Provide advice to staff and managers regarding HR policies, procedures, guidelines and documentation, including timely advice in relation to HR issues/activities
- Proactively develop, implement, update, coordinate and maintain HR correspondence, forms, templates and reports in a manner reflecting best practice and compliant records management
- Maintain, update and archive HR filing system/s, hard copy and electronic – create, update and archive new, existing and terminated employee details/files
- Prepare HR reports as and when required
- Demonstrate initiative and attention to detail, discretion and confidentiality in relation to staff employment information and issues
- Coordinate workers compensation case administration and assist with communications
- Keep abreast of current and emerging human resource and employee relations issues
- Assist with coordination of various HR projects, e.g. intranet, researching HRIS, remuneration benchmarking, staff survey, staff events

5. HR and Payroll Administration

- Work together with Payroll and Finance team to streamline transactional HR activities and payroll and provide timely, accurate assistance and liaison as required
- Ensure all staff changes and terminations are documented and approved
- Develop and utilise HR/Payroll reports and databases to meet all HR staff requirements
- Review, establish and maintain effective administrative, personnel filing and systems

6. Training and Development

- Assist in identifying and coordinating staff training requirements, as required
- Liaise with external training providers to facilitate cost effective, efficient delivery of training services
- Manage the administration and recording of all training and professional development activities

7. Continuous Improvement

- Develop and maintain an understanding of The Infants' Home's business operations, culture and strategic plans as these relate to the functions of human resource management
- Build sustainable, professional relationships with stakeholders at various levels, encouraging and supporting workplace harmony
- Contribute to new HR challenges, research, development and initiatives within a continuous improvement philosophy mode of operation
- Under the direction of the HRM, contribute to and assist with the development and implementation of HR projects, programs and reporting

8. Professional Conduct

- Exercise due care, skill and judgement and act at all times in accord with applicable professional ethics, principles, legislation and standards
- Work at all times within the guidelines of policies and procedures of The Infants' Home
- Promote the understanding and application of diversity

9. Compliance and Organisational Requirements

Ensure activities within the area of responsibility comply with:

- National law and regulations
- Work Health and Safety legislation
- National Quality Standards
- Early Years Learning Framework
- Child Protection Legislation
- The Infants' Home vision, mission, policies, procedures and strategic goals

10. Risk Management

- Follow policies and procedures to ensure compliance
- Maintain a safe, healthy and clean environment
- Identify hazards and take action to remove these hazards
- Ensure that all of the Work Health and Safety requirements are met
- Identify risks and report them in a timely manner

11. General

- Carry out all duties, responsibilities and specific tasks related to the role as well as specific duties allocated by the Human Resources Manager, CEO

Essential Criteria

Qualifications/Experience

- Tertiary qualification in Human Resource Management or a related field
- High level of IT competency including MS Office Suite and preferably HRIS systems experience
- Knowledge of HR legislation and regulations

Knowledge, Skills and Attitude

- Ability to develop strong, professional relationships with all internal/external stakeholders
- Project management skills
- Well-developed organisational, communication and time management skills and the ability to proactively identify, prioritise and meet role expectations

