



## POSITION DESCRIPTION

<b>Position Title</b>	Human Resources (HR) Officer
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### PURPOSE OF THE POSITION

With a strong emphasis on excellent customer service, the HR Officer provides high level support, guidance and advice to all levels of the organisation in managing their Human Resource needs.

The HR Officer is adaptable to the changing daily needs associated with Human Resources, and provides administrative support to other areas of SCMSAC where needed.

### KEY RESPONSIBILITIES & DUTIES

- Supporting Managers with their queries in relation to employee entitlements, performance, conduct and other HR processes. Attending employee meetings (eg Performance Improvement Plan meetings, restructure communication sessions), as requested by Executive Officers, to document agreed outcomes
- Liaising with, and supporting, employees about HR-related matters and referring matters to the relevant Manager as required
- Summarising and disseminating employment related information such as updates and/or changes to employment and WHS legislation, and advising Managers on changes to policy and procedures
- Providing guidance in relation to the interpretation of the SCMSAC Enterprise Agreement, in conjunction with the CEO
- Contributing to policy development and supporting its implementation via information and workforce consultation
- Maintaining SCMSACs Human Resources Information System (HRIS), HR3. Providing reports and statistics when required. Participate and contribute the reviewing SCMSAC systems and processes, as part of continuous quality improvement
- End-to-end recruitment activities including developing and distributing advertisements, logging applications, responding to applicants at all stages of the process, attending meetings in relation to recruitment, shortlisting, scheduling interviews, assisting to develop interview guides, conducting interviews as required, reference checks, organising pre-placement medicals or other post-interview assessment if applicable, preparing letters of offer, and collecting new starter information
- Assisting new starters by organising inductions and other training, and ensuring new employee records are up to date
- Translating and recording into HR3, or other storage mechanisms, all authorised personnel moves, including regrading of their position, and communicating relevant information to employees and other stakeholders where needed
- Liaise with the payroll team to ensure employee information is up to date
- Overseeing training and development within the organisation. This includes identifying training and development needs via a range of inputs including, workforce planning, Performance Development Agreements or legislative changes. Recommending an annual training plan to

management, summarising ongoing training requests, recording completed training, identifying options to address training needs, attend meetings about training and development, monitoring Planned v Actual training, checking reclassification requests for accuracy and consistency with SCMSAC standards, and communicating with employees and training providers

- Supporting all staff through grievance processes as per SCMSAC policy and procedure
- Performing duties required as SCMSAC Return to Work coordinator
- Monitoring Workers Compensation claims and liaise with insurance companies and assessors where required
- In conjunction with the Quality and Safety Officer, overseeing the monitoring of WHS related matters including Incident Reports, ensuring the Quality & Safety Registers and supporting documentation is up to date
- Oversee the HR Support Officer, providing support and supervision in accordance with SCMSAC policy
- Work closely with internal and external IT departments, suppliers, and contractors in regards to employee Onboarding, departures and movements
- Comply with all SCMSAC Policies and Procedures
- Other duties as reasonably directed by the CEO or delegate

## **KEY PERFORMANCE AREAS**

- Records Management
- Customer Service
- Data Collection and Reporting
- Enquiries and Complaint Resolution
- Leadership and Management
- Stakeholder Engagement and Collaboration
- Continuous Quality Improvement, Risk Assessment & WHS

## **KEY COMPETENCIES**

### **Qualifications, Knowledge and Experience**

#### **Essential**

- Tertiary qualifications with an HR major and previous HR experience
- Foundation knowledge of employment law
- Demonstrated computer skills and experience with key Microsoft applications and HR/Payroll databases
- Ability to maintain filing systems and processes
- Experience/knowledge handling sensitive and confidential, client and service, information
- The ability to understand the needs of a diverse range of clients, cultural backgrounds, and support the delivery of services that meet these needs

- Clear Working with Children Check and National Police History Check
- Current Full Drivers Licence

### Desirable

- Transactional and strategic HR experience
- \*Aboriginality

### PERSONAL QUALITIES AND ATTRIBUTES

- Customer service focussed
- An ability to build and maintain rapport with a diverse range of people
- Excellent interpersonal, verbal and written communication skills, including listening skills
- Excellent personal organisation skills including time management
- Sound attention to detail
- Personal resilience - An ability to recover quickly from setbacks or disappointments
- Tenacity - An ability to persevere, despite obstacles
- Willingness to learn and possess good research skills
- Demonstrates flexibility and initiative in the workplace
- Problem solving ability and good moral judgement

### RELATIONSHIPS

With	Purpose
CEO	The CEO interacts closely with the HR Officer to assist in all HR matters. The CEO may give the HR Officer specific instruction and direction as needed.
HR and Quality Manager	The HR and Quality Manager is the first point of contact for the overall direction of work, and provides support to the HR Officer.
Executive Officers	The HR Officer will work closely with the Executive and Management team and will act as a support in relation to employee issues as required. Executive Officers may make day-to-day requests for support, information and advice from the HR Officer.
Managers, Team Leaders and Employees	The HR Officer interacts constantly with Managers, Team Leaders and Employees to provide assistance to the operation of SCMSAC business.
External Stakeholders	The HR Officer maintains positive relationships with external stakeholders.
Payroll and Administration Team	Two-way communication about personnel regrading, shift moves, secondments, starts and terminations.

## FINANCIAL DELEGATION

This role may encompass a Financial Delegation, being the authority to approve expenditures or enter into financial commitments on behalf of SCMSAC. It is a responsibility of this role to operate within SCMSAC policy, delegations and guidelines when approving expenditures and entering into financial commitments. For more information see GUI-00-GOV-Delegation of Authority.

## EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

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Employee signature

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Date

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Signed and approved on behalf of SCMSAC

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Date

*\*Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*