

## POSITION DESCRIPTION

Position Title: HUMAN RESOURCES OFFICER

Classification: Social and Community Services Employee – Level 4

Department/Program: Administration

Report to: Manager, People Performance & Culture

Location: 67 Sutherland Road, Armadale

Issued: 23/06/2020

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I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- driver's license status (if applicable)
- police check status & DWES status or
- the capacity to fulfil the inherent requirements of the role

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Employee's Name:

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Employee's Signature

Date:     /     /

### **SALARY**

The classification applicable to the position is in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010.

### **POSITION OBJECTIVE**

The Human Resources Officer role forms an integral part of Inclusion Melbourne's Human Resources & Administration team, providing guidance and support to managers and supervisors across the full range of HR functions and activities. The HRO will also provide high-level professional support to the Manager, People Performance & Culture.

The Human Resources Officer will be responsible for end-to-end recruitment processes, maintaining personnel records, managing employment records and updating internal databases in accordance with legislative requirements, under the guidance of the Manager, People Performance & Culture.

## Our Values

### *Integrity*

*"To consistently act on sound moral principles"*

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

### *Potential*

*"The inherent ability or capacity for growth"*

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

### *Individuality*

*"A single person regarded as a unique personality, distinguished from others by special qualities"*

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

### *Relationships*

*"A significant connection existing between people and communities"*

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

### KEY RESULTS AREA – HR ADMINISTRATION

Responsibilities and Duties	Key Performance Indicators (KPI's)
<p>The key responsibilities of the role shall include, but not be limited to:</p> <ul style="list-style-type: none"> <li>• Provision of administrative support for all Human Resources activities, including recruitment;</li> <li>• Collaborating with staff to develop and update documentation</li> <li>• Maintaining current and meaningful relationships with external providers</li> <li>• Establish and maintain effective filing and archiving systems and the secure storage of confidential employee records in accordance with policy and procedures</li> <li>• Prepare, type and format documentation &amp; correspondence as required</li> <li>• Ensure timely and accurate record keeping in the HR system and other relevant databases for the purpose of reporting</li> <li>• Prepare content for HR staff communications including the website, HR Updates, Staff Hub intranet and board reports</li> <li>• Provide direct administrative support to Manager, People, Performance &amp; Culture</li> <li>• Adhere to privacy &amp; confidentiality with respect to the handling of sensitive information of employees and organisational outcomes</li> <li>• Assist other staff with general HR related queries</li> </ul>	<ul style="list-style-type: none"> <li>• HR and recruitment policies and guidelines are followed as per relevant policies in a professional manor, meeting expectations;</li> <li>• Documentation is developed and updated considering other staff requirements and feedback</li> <li>• Accounts with providers are managed and contact information is kept current</li> <li>• All HR filing and archiving is conducted meeting requirements as per policy and legislation</li> <li>• All documentation and correspondence is delivered in a professional manner, meeting expectations</li> <li>• HR records are up to date and regularly maintained, with accurately reported data</li> <li>• Accurate content is drafted and published as and when required</li> <li>• Internal communication is regular and appropriate, using the most affect mode</li> <li>• Manager satisfied with administrative support offered and delivered</li> <li>• All information and documentation is managed by adhering to privacy &amp; confidentiality legislation</li> <li>• Other staff receive accurate responses to queries and are satisfied with outcome</li> </ul>

### KEY RESULTS AREA – EMPLOYEE LIFECYCLE

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> <li>• Manage advertising for vacant positions</li> <li>• Assist with interviewing suitable candidates, when required</li> <li>• Assist with referee and qualification checks using appropriate guides</li> <li>• Maintain &amp; regularly update all employee HR Events &amp; Skills for new and existing staff</li> <li>• Assist/coordinate activities relating to Performance and Probation reviews</li> <li>• Conduct safety screening checks, including police checks, DWES &amp; VEVO checks for staff and students, following compliance processes</li> </ul>	<ul style="list-style-type: none"> <li>• Advertisements are accurately listed in the most suitable sites/portals etc</li> <li>• Relevant procedures are followed throughout the interview process</li> <li>• Checks are conducted in a professional and timely manner, following policies</li> <li>• HR3 Events and Skills are up to date for all staff</li> <li>• Coordinate probation review and annual appraisal processes in a timely manner;</li> <li>• Safety screening checks are conducted accurately and in a timely manner, following relevant policies</li> </ul>

### KEY RESULTS AREA – EMPLOYEE LIFECYCLE (Continued)

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> <li>• Maintain staff professional development, conference and training records</li> <li>• Other responsibilities as delegated by Management within the scope of this position</li> </ul>	<ul style="list-style-type: none"> <li>• All staff training and professional development attendance is recorded in the Training Manager database</li> <li>• Other tasks are successfully and efficiently actioned as per request</li> </ul>

### KEY RESULTS AREA – POLICY & COMPLIANCE

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> <li>• Conduct regular personnel record audits</li> <li>• Contribute to the development, implementation and monitoring of internal HR policies, guidelines, procedures and processes to ensure all documents are regularly reviewed for best practice and legislative compliance</li> <li>• Coordinate &amp; maintain relevant databases and records</li> <li>• Continuous improvement of documentation, policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Internal audits are conducted as per schedule</li> <li>• Involved with the development and implementation of HR policies &amp; procedures</li> <li>• All HR record management systems are current and accurate</li> <li>• Demonstrates a proactive and solution-focused approach to continuous improvement</li> </ul>

### KEY RESULTS AREA – CUSTOMER SERVICE

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> <li>• Respond to all enquiries in a sensitive, supportive and professional manner</li> <li>• Ensure effective communication with all stakeholders</li> <li>• Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented at all times</li> <li>• Participate and be proactive in resolving issues as they arise</li> </ul> <p><i>All staff are required to comply with the following principles of good service:</i></p> <ul style="list-style-type: none"> <li>• Answer telephones promptly, within 5 rings</li> <li>• Acknowledge all clients /customers promptly</li> <li>• Treat all clients/customers with respect and courtesy</li> <li>• Provide high quality customer service</li> <li>• Convey courteous and accurate information.</li> </ul>	<ul style="list-style-type: none"> <li>• Models &amp; provides excellent customer service to all stakeholders</li> <li>• Feedback from all stakeholders is complimentary</li> <li>• Able to articulate a comprehensive knowledge of all aspects of Inclusion Melbourne's services</li> <li>• Demonstrates initiative and problem solving skills with a continuous willingness to learn</li> <li>• Issues are responded to immediately and actioned accordingly</li> <li>• Overall client satisfaction with minimal complaints received</li> <li>• Low level of complaints from all stakeholders</li> <li>• All communication is positive and effective</li> <li>• Communication is conveyed accurately and courteously</li> </ul>

### KEY RESULTS AREA – OUR TEAM

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> <li>Demonstrates an upholds Inclusion Melbourne Values</li> </ul>	<ul style="list-style-type: none"> <li>Values of Inclusion Melbourne are incorporated into daily work practices</li> <li>Performing duties in a trustworthy manner and accepting personal responsibility for all actions.</li> </ul>
<ul style="list-style-type: none"> <li>Staff Engagement</li> </ul>	<ul style="list-style-type: none"> <li>Participation in scheduled performance reviews</li> </ul>
<ul style="list-style-type: none"> <li>Teamwork</li> </ul>	<ul style="list-style-type: none"> <li>Attend and participate in relevant meetings</li> <li>Contribute to the development of the HR &amp; Administration team ensuring communication is positive and effective</li> <li>Models high standards of teamwork</li> <li>Openly supports and respects diversity within the team</li> <li>Works with team members to assist in planning and in achievement of team timeline, goals and outcomes</li> </ul>

### KEY RESULTS AREA – OTHER

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> <li>Maintain and promote a workplace free from discrimination and harassment of any kind and to follow the organisational grievance procedure to report any discriminatory or harassing behaviour</li> </ul>	<ul style="list-style-type: none"> <li>Workplace free from discrimination &amp; harassment</li> </ul>
<ul style="list-style-type: none"> <li>Training &amp; Development</li> </ul>	<ul style="list-style-type: none"> <li>Attendance at relevant training</li> <li>Demonstrates positive initiative and take opportunities to increase skills</li> <li>Active participation in supervision meetings</li> <li>Feedback is accepted in an open and receptive manner</li> </ul>
<ul style="list-style-type: none"> <li>Occupational Health &amp; Safety</li> </ul>	<ul style="list-style-type: none"> <li>Adheres and complies with the OH&amp; safety regulations and exercise responsibilities.</li> <li>Reports accidents, incidents of non-compliance and potential hazards immediately to their supervisor or to the OH&amp;S Committee Chair or any member.</li> <li>Takes reasonable care of the health and safety of self and others.</li> </ul>

## ORGANISATIONAL RELATIONSHIPS

Reports to:	Manager, People Performance & Culture
Supervision:	Nil
Internal Liaisons:	Leadership Team All Staff Students
External Liaisons:	People supported by Inclusion Melbourne, their families and/or carers Non-government organisations External suppliers & service providers Specialist agencies and services Members of the public Contracted professionals

## EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

In order to achieve the duties and responsibilities of the position the Human Resources officer is expected to:-

- Use initiative to identify, or predict an issue that may arise and assess or think through resolution options using sound problem solving skills
- apply judgment in making day to day decisions considering appropriate procedures to determine the best course of action to take in completing tasks, particularly in regard to working autonomously
- operational and staffing issues/decisions will be guided by policy and procedure under the guidance of the Manager, People Performance & Culture
- adhere to established work practices; however exercise initiative and judgement where practices and direction are not clearly defined
- undertake a range of activities requiring the application of acquired skills and knowledge, including setting outcomes, developing work methods where general work procedures are not defined.
- provide specialist technical advice, however complex issues, queries or problems should be referred or escalated to the Manager, People, Performance & Culture.

## KEY SELECTION CRITERIA

### Essential:

- A minimum of two years' experience in a Human Resources role providing human resources and administrative support;
- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships;
- Demonstrated competency in using Microsoft Office 365 suite programs and experience with using a HRIS, with a willingness to learn internal databases and systems;
- Proactive and solution-focused approach;
- Ability to work independently with minimal supervision and as part of a team;
- Excellent planning, time management and organisational skills;
- Strong written and oral communication, interpersonal and customer service skills to interact positively with other team members, staff and other stakeholders;
- Ability to manage sensitive information and maintain a high degree of confidentiality.

### Desirable:

- Understanding of people with a disability and issues associated with the not-for-profit sector.
- Experience and ability to work with volunteers and community members.
- Knowledge, understanding and acceptance of the purpose of the organisation.
- Current Drivers Licence

## GENERAL INFORMATION

### Training & Development

Inclusion Melbourne will provide training internally and externally to encourage employees at all levels to reach their potential. All employees are required to undertake any compulsory training courses offered at Inclusion Melbourne. Staff are also required to show others how the systems under their control operate.

### Occupational Health, Welfare and Safety

The Board and management are totally committed to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment.

Management recognises its duties and responsibilities under the Occupational Health and Safety Act 2004, and accepts accountability of the management of OHS programs and the resolution of health and safety issues.

All staff shall accept that they have a duty of care to protect not only their own Health and Safety, but also that of their fellow employees, service users, contractors, volunteers and the public. Staff are expected to participate with management in the continual improvement of workplace standards. All staff will assist with injury management initiatives and co-operate with Return to Work programs within the workplace.

### Policies & Procedures

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality management system, via SharePoint. It is expected that all staff familiarise themselves with the organisation's policies and procedures.

### Probationary Appointment

In accordance with the provisions of the Fair Work Act and Regulations, a six-month probationary period will apply, to relevant positions.

### Superannuation

Inclusion Melbourne will make superannuation contributions in accordance with its obligations under the Superannuation Guarantee (Administration) Act 1992. Employee contributions are optional. Unless an alternative accredited superannuation fund is nominated on commencement of employment, employees will be required to join Inclusion Melbourne's default superannuation fund.

### Salary Packaging

Participation in Inclusion Melbourne's Salary Packaging and Employee Benefits Program is entirely optional for all employees. Inclusion Melbourne recommends that employees seek independent financial or taxation advice about salary packaging before commencement of packaging arrangements. Copies of salary packaging documentation will be provided to staff at the commencement of their employment, or on request at any time after commencement.

For further information, please visit the website of our salary packaging provider AccessPay or contact AccessPay directly.

- Phone – 1300 133 697 (8am-6pm ACST Mon-Fri)
- Email – customerservice@accesspay.com.au
- Fax – 1300 361 498

### Long Service Leave

Long Service Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

### Annual Leave

Annual Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

### Personal/Carer's Leave & Compassionate Leave

Personal/carer's leave and compassionate leave are provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

### **Ceremonial Leave**

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the Chief Executive Officer. Further details refer Inclusion Melbourne's Conditions of Employment policy.

### **Parental Leave**

Parental Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Parental Leave policy.

### **Purchase Additional Leave**

Refer Conditions of Employment policy and relevant leave policies.

### **Designated Breaks**

A calendar will be developed by the Chief Executive Officer (or delegate) noting designated breaks and public holidays and distributed to all staff each year.

### **Termination of Appointment**

Notice of termination is provided for in the NES. The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under the award or the NES, an amount in respect of the period of notice required by this clause less any period of notice actually given by the employee. The period of notice is as follows:

1 year or less	1 week
1 year and up to the completion of 3 years	2 weeks
3 years and up to the completion of 5 years	3 weeks
5 years and over	4 weeks

In addition, employees over 45 years of age at the time of the giving of notice with not less than two years' continuous service, are entitled to an additional week's notice.

### **Right to Work in Australia**

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles you to work in Australia.

### **Smoke Free Work Place**

The organisation has a "No smoking" policy in all Inclusion Melbourne buildings. Smoking is also prohibited in organisational vehicles.

### **Criminal Record Check**

A criminal records police check must be undertaken prior to employment for all persons who are the preferred applicants for all positions. An unsatisfactory assessment may result in the applicant not being appointed. Appointment is subject to a satisfactory police check. An applicant who refuses to complete the appropriate forms will not be appointed.

### **Disability Workers Exclusion Scheme (DWES)**

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to the operation of the Disability Worker Exclusion Scheme (DWES), as amended from time to time. The Scheme is maintained by the Department of Health and Human Services.



### **Other Employment or Conflict of Interest**

During your employment with Inclusion Melbourne, you must not, without the Chief Executive Officer's prior consent, undertake any appointment, position, work or other employment (whether paid or unpaid), that:

- results in you competing with Inclusion Melbourne (e.g. enter into a private arrangement with a family with whom you have come into contact with via Inclusion Melbourne)
- results in you using confidential information for competitive purpose or personal gain (e.g. client contact details)
- otherwise adversely affects Inclusion Melbourne or
- affects the performance of your duties to Inclusion Melbourne.

This consent will not be reasonably withheld; Inclusion Melbourne acknowledges that part-time and casual staff are likely to hold positions with multiple employers.

### **Return of Documents & Property**

Upon the termination of your employment with Inclusion Melbourne, or at any time on the request of Inclusion Melbourne, you will immediately deliver up to Inclusion Melbourne, all documents which were prepared by or on behalf of Inclusion Melbourne, or which belong to any client or customer of Inclusion Melbourne, and which are in your care, custody, or control, and all other property belonging to Inclusion Melbourne.

### **Use of Private Vehicles for Work Related Activities**

Where an employee is authorised to use his/her own vehicle for work related activities, a mileage allowance is paid in accordance with the Award. Persons using their own vehicle for work related purposes are strongly encouraged to take out motor vehicle insurance cover and to inform their insurer of the work related nature of the vehicle usage.

### **Risk Management**

All staff have a responsibility to understand and observe the Risk Management Policy and related procedures in accordance with training and instruction given, and to report any risk to their immediate supervisor. Risks that affect the organisation may result from property damage, unethical or fraudulent behaviour or illness and injury to people.

### **Equal Opportunity & Diversity**

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ+ community.