

Human Resources

Position Description



Position Title:	Human Resources & Quality Assurance Officer
Responsible To:	Executive Manager: Human Resources and Quality Assurance
Location:	North and South (South Australia and Western Australia), as applicable
Hours:	76 hours per fortnight but subject to organisational requirements

Position Overview

The Human Resources & Quality Assurance Officer works closely with the Executive Manager: Human Resources and Quality Assurance (HR and QA), Coordinator: Human Resources and Coordinator: Quality Assurance to provide outstanding HR services, to all divisions of the Organisation. You will also assist with the maintenance and functioning of the Organisations Quality Management System, Work Health and Safety System and assist with Fair Work and Return to Work Scheme requirements.

Personal Attributes

You will be a mature minded individual with a high level of interpersonal communication and organisational skills. You will be able to build strong relationships with people at all levels. You will be a team player with the ability to show initiative and professionally represent the Organisation. You must be a flexible, outcome focused individual possessing a can-do attitude. You will possess the ability to provide a range of HR functions, and have the skills to effectively maintain and facilitate standards and practices of the Organisation in a variety of situations.

Responsibilities:

The Human Resources & Quality Assurance Officer is responsible for:

Human Resources:

- Meeting the HR KPIs for Recruitment, Probation (retention), Personal Development and Quality Assurance
- Preparing and uploading advertisements on SEEK and relevant Job Descriptions onto the Organisations website
- Reviewing the appropriateness of resume's received for available positions, as per divisional requirements
- Conducting phone, Zoom and face to face interviews for positions across the Organisation, in conjunction with management
- Conducting thorough Reference Checks
- Preparing and recommending salary negotiations, in line with the Organisations salary and points structure
- During the recruitment process, obtaining required qualifications and clearances as per state legislative and/or contractual requirements
- Preparing and sending Employment Administration documents (manual and electronic contracts) and associated paperwork to the appropriate managers.
- Assisting with the preparation and delivery of staff induction programs as required.
- Ensuring ongoing validity of all required clearances including National Police Clearance, Working with Children Checks, Visas (if applicable) and individual state based requirements
- Managing the termination and resignation process as directed by Executive Manager: HR and QA
- Undertaking HR catch up calls with new employees at the 4,9 and 17 week point of their employment
- Ensuring the 6 week, 12 week, 22 week and End of Probation reviews are completed as required by the relevant managers
- Analysing each probation review to ensure all identified performance gaps are addressed and appropriate training is identified and provided
- Conducting Exit Interviews as directed by Executive Manager: HR and QA and Coordinator: Human Resources
- Assisting with the facilitation of Return to Work cases in conjunction with Executive Manager: HR and QA, Coordinator: Human Resources and Coordinator: Quality Assurance
- Preparing for, and facilitating staff salary and performance reviews.
- Assisting with staff conflict resolution and mediation.
- Preparing and distributing formal correspondence as directed
- Facilitating the recruitment and employment of trainees under a contract of training
- Promoting and providing information to management about the organisations policies procedures and programs, including the Employee Assistance Program (EAP)

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- Maintaining the integrity of the organisations Intranet, through communications with the IT Department.
- Providing HR support/ advice, information and resources required by the Board and Senior Management Team.
- Assisting with the management of the Organisation's Volunteer program.

Quality Management System:

- As directed by Executive Manager: HR and QA and Coordinator: Quality Assurance, ensuring appropriate changes to the Organisation's Quality Management System are recorded and communicated both digitally and on paper
- Assisting with the preparation and conducting of the internal auditing requirements for all services of the Organisation
- Providing advice and information to new and existing staff about the Organisations Quality Management System where required.
- Maintaining the Organisations Supplier Management process as directed by Coordinator: Quality Assurance
- Ensuring the Organisation's policies and procedures on the intranet and website are kept up to date and current
- Ensuring that all version controlled employment documents and probationary plans are signed and dated where required

Work Health and Safety System:

- Maintaining procedures and processes outlined in the Organisations Work Health and Safety System.
- Ensuring compliance in accordance with the State legislative Work Health and Safety Laws
- Ensuring Risk Assessments are conducted as prescribed in the Organisations Work Health and Safety System
- Ensuring all WHS documents/ forms are completed and reviewed by the HR Department
- Providing Tool Box meetings and information to support the Work Health and Safety practices at sites as identified and required.
- Facilitating and finalising internal appointments to the Organisation Work Health and Safety functions as required
- Ensuring sites are Work Health and Safety compliant as per organisational standards/requirements

Other:

- Promoting Status Employment Services and maintaining a high profile and professional company image.
- Participating in professional development and training as required.
- Involvement and participation in Status Employment Services meetings and functions as required.
- Other duties as directed.

Quality Standards, Regulations and Responsibilities:

The Human Resources & Quality Assurance Officer is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- Fair Work Australia legislation and guidelines
- National Employment Standards
- ISO9001
- ISO27001
- National Standards for Disability Services
- The VET Quality Framework
- ASQA Delegate Agreement
- Return to Work
- Work Health and Safety Act 2012
- The Government authority Contractual requirements
- The Government authority Code of Practice and relevant Service Guarantees
- The Government authority Complaints Procedure
- The Government authority Deed and Guidelines
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations

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Qualifications:

- **Essential:** A qualification in HR. This position would suit a recent graduate, or someone working towards a HR management qualification.
- **Desirable:** a qualification in Quality Assurance and/or WHS systems.

Key Skills/Attributes:

- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Work Health and Safety, Privacy and Freedom of Information
- Ability to interpret and apply the Fair Work Australia legislation and guidelines, the Labour Market Assistance Industry Award (2010) and state based Return to Work Legislation
- Demonstrated ability to carry out any task to a high standard
- Demonstrated ability to work autonomously and without direct supervision
- A keen eye for detail and concern for accuracy
- Ability to understand and administer quality standards
- Excellent written and oral skills
- Excellent organisational skills with the ability to meet deadlines.
- The ability to be flexible to the needs of the Organisation.
- Computer skills – Word, Excel, Internet & E-mail.

Additional Factors:

- Drivers Licence is essential
- Working with Children Check
- National Police Clearance prior to commencing employment
- Current COVID-19 Vaccination Schedule

Selection Criteria

- Proven ability to work as part of a dynamic team as well as operating autonomously.
- Advanced communication, interpersonal and negotiation skills.
- A commitment to compliance with the Organisations policies and procedures.
- A responsible attitude to matters of confidentiality.