

# Position Description

## Human Resources Officer



<b>Position Title:</b>	Human Resources Officer	
<b>Reports To:</b>	Executive Manager, Partnerships, People and Customer Experience	
<b>Direct Reports:</b>	NIL	
<b>Hours of Work/Status:</b>	Full-time (38 hours per week) / fixed-term to 30 June 2025	
<b>Modern Award Classification:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 [SCHADS] Level 3	
<b>Location:</b>	Northern Rivers NSW	
<b>Position Objective:</b>	The HR Officer is responsible for the delivery of transactional HR activities and administration in every aspect of the employment process, including recruitment, selection, orientation and induction, and training new staff members.	
<b>Qualifications / Experience:</b>	<p><i>Desirable</i></p> <ul style="list-style-type: none"> <li>Formal Human Resources and/or Business Administration Qualifications (minimum certificate IV level) or the equivalent knowledge, skills and experience</li> <li>Demonstrated experience in applying high quality communication skills that result in effective communication with a broad range of people (internal and external), including the proven ability to communicate human resource advice and concepts clearly</li> <li>Demonstrated knowledge of statutory requirements relevant to Human Resource Management or ability to learn</li> </ul>	
<b>Key Relationships:</b>	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> <li>Executive Manager, Partnerships, People and Customer Experience</li> <li>NRH management team</li> <li>Executive Management Team</li> <li>NRH Team members working in program areas</li> </ul>	<ul style="list-style-type: none"> <li>NRH Residents</li> <li>Department of Communities and Justice / Homes NSW</li> <li>Services NSW</li> <li>NSW Reconstruction Authority</li> <li>Local health and human services providers</li> <li>Police and Emergency Services</li> <li>Community agencies, including support services providers</li> </ul>
<b>Summary of Key Areas:</b>		
	<ol style="list-style-type: none"> <li>People and Culture Coordination</li> <li>HR Administration</li> <li>Safe System of Work</li> </ol>	
<b>1. People and Culture Coordination</b>	<ul style="list-style-type: none"> <li>Completing all administrative processes associated with end to end recruitment process including advertising, candidate application management, tracking, selection, assisting with reference checks, onboarding and induction programs</li> <li>Preparing HR correspondence and communications (for example, revision of job descriptions, advertisements, invites to interview, Employment Contracts, End of Probation Period notices) for review</li> <li>Coordinating the Corporate Orientation program, including liaising with new employees and their managers to ensure attendance (including preparing new starter packs)</li> <li>Organise learning and development activities as they apply to whole of organisation and in alignment with a continuous learning model</li> <li>Assisting in the development and implementation of best practice policies, procedures and systems</li> </ul>	
<b>2. HR Administration</b>	<ul style="list-style-type: none"> <li>Securely manage sensitive information and knowledge in line with NRH policies, particularly the confidentiality and privacy of employee information</li> </ul>	

	<ul style="list-style-type: none"> <li>Maintain an understanding of contemporary people management practices as well as a comprehensive understanding of relevant legislation, industrial agreements, policies and procedures and ensure that practices within client groups are consistent with these.</li> </ul>
<b>3. Safe System of Work</b>	<p>All NRH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> <li>accept personal responsibility for maintaining safe workplace and work practices;</li> <li>understand and work to NRH's Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions;</li> <li>undertake work in a manner that is not harmful to your health and safety and the health and safety of others;</li> <li>work in compliance with WHS system requirements and workplace environments, in particular; Safer Home Visiting, manual handling, personal protective equipment and emergency situations;</li> <li>comply with Risk Management policies, procedures and work instructions;</li> <li>monitor workplace conditions and report ideas which may improve workplace health and safety; any work related or personal injury or illness; and hazards and incidents;</li> <li>correct minor hazards where applicable; and</li> <li>attend and actively participate in WHS and other mandatory training.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Undertake other duties, responsibilities or projects as directed by management.</li> </ul>
<b>Key Behavioural Competences:</b>	<p><b>Action Oriented</b> - Enjoys working hard; is action oriented and full of energy for the things that he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.</p> <p><b>Approachability</b> - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.</p> <p><b>Organising</b> - Can marshal resources (people, funding, material, and support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.</p> <p><b>Priority Setting</b> - Spends their time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.</p> <p><b>Written Communication</b> - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect; possess a firm grasp of grammar, spelling and the ability to format and style professional business correspondence.</p> <p><b>Client Focus</b> - Is dedicated to meeting the realistic expectations and requirements of internal and external clients; gets first-hand clients information and uses it for improvements in products and services; acts with clients in mind; establishes and maintains effective relationships with clients, stakeholders and service providers and gains their trust and respect.</p>
<p><b>I have read, understand and accept the above Position Description relating to the Position I have been appointed to:</b></p>	
<b>Name:</b> _____	<b>Signature:</b> _____
<b>Date:</b> _____	
<b>Manager's Name:</b> _____	<b>Signature:</b> _____
<b>Date:</b> _____	