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| **Position Description** | |
| **Position Title** | Human Resources Support Officer |
| **Reports To:** | HR Manager |
| **Direct Reports:** | Nil |
| **Award & Classification:** | Aboriginal Community Controlled Health Services Award 2010 |

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| **Our Vision Statement** |
| To improve the health of Aboriginal and Torres Strait Islander people through a community controlled health service |
| **Position Purpose** |
| The Human Resources Support Officer is responsible for assisting and supporting the HR management of the organization, including recruitment, inductions, staffing, training & development and performance monitoring.  Travelling through the geographic service area of MHSL is a requirement of this position.  *To summarize, it is not the intent of this position description to limit the scope or responsibilities of the role but to highlight the most important aspects.* |

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| **Specific Duties** | **Success Indicators** | |
| **Human Resources**   * Establish and maintain excellent working relationships with Management and staff * Assist with the development, maintenance and implementation of HR policies that comply with workplace legislation in line with quality assurance requirements * Assist with all aspects of recruitment in conjunction with hiring manager, from end to end i.e from position description review to induction of the new employee * Ensure there are quality records of advertised positions, interviews conducted and employee files * Ensure successful candidates have the capability to perform the role with the skills to adapt to the future needs of MHSL * Perform the following duties: * Recruitment advertisements * Employment Application packs * Allied health information packs * Preparation of correspondence, Position Description’s & Employment Contracts * Maintenance of personnel files * Assist in coordinating staff training and development * Ensure all HR administration tasks are completed in a timely manner * Assist in the coordination of the Annual performance reviews and support supervisors and employees * Assist in the exit interview process to ensure exit interviews and questionnaires are carried out, data captured and analysed and reported on as required * Support the ongoing development of a professional and outcome focused workforce and culture with improved performance. * Provide ad hoc assistance to Administration Team as required | ***All MHSL policies and procedures are adhered to at all times***  ***Employee files are complete and up to date at all times***  ***100% of inductions completed for all new staff***  ***All vacant positions are recruited to in a timely manner*** | |
| **Administration**   * Prepare documents and presentations as required including scanning, photocopying, printing and binding * Keep up to date with all award changes | ***Superior customer service on a consistent basis with no registered complaints***  ***Accurately completes paperwork and assigned duties in a timely manner*** | |
| **General Duties** | | |
| * Maintain a friendly and approachable attitude towards clients and staff * Develop and maintain effective relationships with other Aboriginal medical services in the region, key external stakeholders and service providers * Maintain clean and professional appearance * Respect all equipment and property and use with care to avoid unnecessary damage * Attend meetings, internal and external training to further develop and maintain skills, as required * Develop and maintain good working relationships with colleagues and clients to achieve a strong team philosophy within the organisation * Work collaboratively to exceed client expectations * Keep work areas tidy and clean * Participate in community events (weekends and after hours) when required * Support health promotion programs and the planning, implementation and evaluation of group activities * Contribute as required to maintenance of AGPAL and ISO:9001 accreditation status and reaccreditation process, where required * Other ad hoc duties, as required * Undertake the responsibilities of the position adhering: * **Equal opportunity and anti-discrimination legislation and requirements** * **Workplace Health and Safety (WHS) legislation and requirements** * **Legal requirements** * **Confidentiality agreement and client confidentiality** * **Code of conduct** | |  |
| **Conditions of Employment** | | |
| Employment is conditional upon the following:   * Vaccination or confirmed non-susceptibility to Vaccine Preventable Diseases (VPDs) during employment, including measles, mumps, Rubella (MMR), Varicella (chicken pox), Pertussis (whooping cough) and Covid-19. * Vaccination or confirmed non-susceptibility to Hepatitis B. (Proof of vaccination or non-susceptibility is required for all employees who have direct contact with patients or who, in the course of their work, may be exposed to blood/bodily fluids or contaminated sharps) * Current Qld drivers licence * Proof of qualifications and current registration (where appropriate) claimed in a job application must be provided prior to commencement of employment. * A current Criminal History Check (AFP) to be provided before commencement of employment * Ability and willingness to travel to, and work at all Mamu Health Service Limited’s work location and service area when required. * Current First Aid Certificate or ability to obtain * Advanced Life Support and Cardiopulmonary resuscitation (CPR) certificate, or evidence of training. | | |
| **Qualifications & Experience** | | |
| * Minimum Certificate III in Business Administration * Previous HR experience an advantage * High level of communication and report writing skills | | |
| **Selection Criteria** | | |
| * High level skills in managing time, setting priorities, and planning and organizing own work to achieve specific tasks and set objectives efficiently and effectively within set timeframe * Good computer skills including proficiency with Word, Excel and Outlook * Accuracy and attention to detail * Displays high standard of customer service * Ability to travel in any location within Mamu Health Service Limited’s service area when required * Ability to comprehensively understand and abide by Mamu Health Service Limited’s policies and procedures * Ability to achieve and adhere to deadlines * Well presented, enthusiastic, positive attitude, strong work ethic, and willingness to learn * Excellent interpersonal and communication skills with demonstrated ability to effectively communicate with Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander people * Ability to communicate tactfully and courteously with clients and the public * A flexible approach to work with willingness and the ability to demonstrate initiative and accept responsibility * Exceptional teamwork skills and the ability to work with minimal/no supervision * Ability to follow directions | | |

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| **Approved by:** |  | **Date:** |  |
| I have read the above Position Description and understand and accept the role requirements for the position of Human Resource Support Officer | | | |
| **Incumbent Signature:** |  | **Date:** |  |
| Note: The above information on this position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job | | | |