



POSITION DESCRIPTION

POSITION TITLE:	Human Resources Coordinator
REPORTS TO:	Chief Executive Officer
DIRECT REPORTS:	HR and Quality Officer Volunteer Officer
AWARD:	Social, Community, Home Care and Disability Services Award 2010
CLASSIFICATION	SACS7

POSITION PURPOSE

The Human Resources Coordinator is responsible for the provision of an advisory and consultancy service to management including, but not limited to award interpretation, development/review of Human Resources policies and procedures, implementation and development of Human Resources Information Systems, Workcover management (inc. return to work programs), human resources administration and staff training and development.

KEY ACCOUNTABILITIES & RESPONSIBILITIES

The following description of responsibilities is not exhaustive and may include others as directed from time to time:

Accountability 1: Policy Development

Responsibilities:

- Initiate, facilitate and participate in the development and review of policies and procedures related to all aspects of Human Resources operations including Industrial Relations, Employment Relations, Equal Employment Opportunity and Workplace Health & Safety.

Accountability 2: Provision of HR Advice

Responsibilities:

- Give effective and appropriate advice to Managers and staff on HR Issues including but not limited to:
 - Employee entitlements, including Award & EA interpretation
 - Leave processes, including long service leave, parental leave and study leave
 - EEO issues, including bullying/harassment and discrimination
 - Grievance and complaint procedures
 - Performance management including disciplinary procedures

Accountability 3: Employee Records and Human Resources Information Systems

Responsibilities:

- Establish and maintain appropriate personnel records and information systems including:
 - Personnel files for employees, volunteers, contractors and students
 - Employee Portal (WorkZone ESP)

Accountability 4: Workcover and Return to Work Coordination

Responsibilities:

- Coordinate all aspects of Workers Compensation including



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- Liaising with Workcover agent in relation to the management of claims
 - Submission and reconciliation of claims for reimbursement, including calculation of PIAWE
 - Fulfil the role of Return to Work Coordinator

Accountability 5: Human Resources Coordination

Responsibilities:

- Coordinate all aspects of the recruitment and on boarding functions including revision of position descriptions, design and placement advertisements, interviews, communication with applicants, reference checking etc
- Develop and coordinate employee orientation and induction program for all new employees
- Ensure that all employee compliance checks are completed and recorded so as to ensure compliance with HACC Guidelines and MHA Policy and Procedure (Police checks, Working With Children checks, training and qualifications, Visa and work rights and all other compliance checks)
- Promote a culture of improving staff work performance through monitoring staff appraisal / annual review process.
- Manage the exit processes for employees (including liaising with payroll and IT, exit interviews and required notice periods). Ensure allocation of MHA Care assets are recorded and updated within their personnel files and the returns process is completed before termination payments are processed by payroll.
- Administer and review Employee Assistance Program
- Undertake all tasks required in relation to the termination of employment or engagement
- Maintain knowledge of current trends and issues in relation to human resource management
- Design and maintain data reports, both cyclical and 'as required' on a range of HR metrics including:
 - Leave management, including leave liability and excessive leave reports
 - Staff turnover
 - Workforce profile
 - Learning and development
 - Workplace Health and Safety

Accountability 6: Employee Training and Development

Responsibilities:

- In conjunction with Senior Managers plan and organise staff training and development in line with organisational requirements and budgetary constraints
- Develop, maintain and implement MHA Education Planner on an annual basis
- Coordinate the delivery of mandatory training for all employees
- Ensure that accurate and up to date training records are maintained for all employees
- Liaise with external training providers to develop and implement training programs

Accountability 7: Project work

Responsibilities:

- Undertake project work as required from time to time, including assisting in devising specific HR strategies or solutions

Accountability 8: Oversee Volunteer Coordination Activities

- Oversee the MHA Care Volunteer program
- Undertake marketing, recruitment and promotion activities/strategies on behalf of MHA Care for the recruitment of potential volunteers



- In conjunction with the Volunteer Officer and HR and Quality Officer, coordinate volunteer events and networking opportunities.
- Ensure the performance of volunteers is appropriate and monitor/act on any performance issues that arise with volunteers.
- Establish and review policies, guidelines, position descriptions and requirements for volunteer management.

Accountability 9: Organisational Responsibilities

- Participate in the MHA performance review process.
- Observe a workplace culture of continuous quality improvement. This includes evaluating and improving the current office systems and procedures relevant to this role.
- Observe and practice Workplace Health and Safety policies, guidelines and procedures.
- Plan and conduct WH&S Committee meetings and participate as Management Representative

CORE BEHAVIOURS

The following Core Competencies are the behaviours expected of an employee or potential employee:

Service Focus

- Seeks to understand clients' operating environment and to understand their issues/problems.
- Develops and implements systems and policies to ensure outstanding client service is achieved.
- Establishes systems to gather feedback from clients about service and to identify areas for improvement.
- Models high standards of service delivery to clients and stakeholders.
- Develops strategic alliances with external groups to enhance the quality of service

Communication

- Composes communications which convey specialised concepts in order to influence outcomes or decisions.
- Tailors communication style and method of delivery to the level of the audience.
- Prepares and delivers confident and persuasive presentations.
- Knows the audience, and identifies and uses this knowledge to build strategies to influence outcomes.
- Organises events and meetings to facilitate information sharing.
- Negotiates agreement on complex issues

Motivation / Time Management

- Actively seeks out feedback from others on own performance.
- Able to quickly prioritise conflicting demands and evaluate opposing arguments.
- Sets targets to achieve results.
- Motivates self and others to focused efforts to meet deadlines even in demanding timeframes.

Flexibility & Adaptability – Change Management

- Demonstrates flexibility in thinking.
- Adapts to and manages the increasing rate of change and copes with ambiguity.
- Shows responsiveness to emerging issues.
- Welcomes ideas for improvements to structures, procedures and technologies.
- Challenges the status quo by looking for ways to enhance efficiency and effectiveness



POSITION SPECIFIC REQUIREMENTS & QUALIFICATIONS

Essential:

- Tertiary Degree or Diploma in Human Resources, Industrial Relations, Business, Management, or a related discipline and/or experience in a HR Coordinator role for 2-3 years.
- Proven ability to interpret and apply Enterprise Agreements and/or other industrial agreements, providing advice to management and employees.
- Excellent computer skills including the ability to use Microsoft office products and a working knowledge of human resources information systems
- Current Satisfactory Police Check
- Current Valid Drivers Licence
- Current WWC

Desirable:

- Certificate IV in Workplace Training and Assessment
- Formal training in Workcover claim management and the role of a Return-to-Work Coordinator
- Experience working in a Health or Home and Community Care environment

KEY SELECTION CRITERIA

- Demonstrated ability in providing high level advisory and consultation services on HR management matters
- Demonstrated ability to understand, engage in and appropriately influence the development of a positive workplace culture
- Demonstrated skills relating to a broad range of people and managing challenging people issues with a high level of discretion and achievement of positive outcomes
- High level conceptual, analytical and research skills
- Ability to write, implement and administer effective HR policies, procedures, guidelines and systems
- Effective self-management skills and ability to prioritise workload

ACCEPTANCE OF POSITION DESCRIPTION

This position description will be reviewed annually, when the position becomes vacant or as deemed necessary.

EMPLOYEE:

DATE:

MANAGER:

DATE: