



Organisational Management

Human Resource (HR) Officer – Position Description

The Position:

The HR Officer supports the whole organisation by providing a broad range of generic HR and Industrial Relations services. In particular, the position is responsible for streamlining HR processes, implementing policies and strengthening value and behavioral based recruitment. Directly reporting to the CEO, the HR Officer has a big impact in setting a culture of high performing self-managed teams to deliver services across South East Queensland.

A strong practitioner with industry experience and good understanding of the SCHADS Award, the HR Officer acts as an internal consultant. The right candidate must be flexible and nimble with good time management, capable of addressing a broad range of matters and to think both operationally and strategically.

The HR Officer ensures that Focal meets its legal and industry obligations while reinforcing best practice and driving a culture of empowerment and human rights across multiple locations.

This position is full time (76 hours per fortnight), located at Focal premises in Ipswich (at least for the first three months) and may involve work at other Focal sites. Options for flexible working arrangements and or different geographic work location might be discussed with the right candidate.

Conditions of Employment:

- Appointment will be in accordance with Level 3 to 4 of the *Social, Community, Home Care and Disability Services Industry Award 2010* (SCHADS Award) depending on experience;
- There is a 6-month probationary period;
- Focal is an equal opportunity employer;
- Focal also offers attractive Salary Sacrificing benefits.

Personal Attributes:

The HR Officer demonstrates the following attributes:

Decisive thinker – able to analyse information quickly and use it to articulate robust decision making.

Skilled influencer – able to gain commitment from diverse stakeholders in order to benefit the organisation.

Personally credible – expert in HR and takes a professional approach to working with a broad range of individuals.

Collaborative – demonstrated skills in building and maintaining effective relationships with internal and external stakeholders.

Driven to deliver – focused on delivering best possible results for the organisation and show determination, resourcefulness and a sense of purpose.

Courage to challenge – has the courage and confidence to speak up and will challenge others even when met with resistance or unfamiliar circumstances.

Curious – an inquisitive, open-minded attitude, willing to seek out new ways to support the development of the organisation.

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Version Control	Current	Previous	Prior	Initial
Position Description HR Officer	04/02/2020	27/06/2017		27/06/2017

The work:

1. Responsible for developing and driving HR strategies in particular talent attraction and retention and overall workforce development;
2. Provide solutions to all daily matters in a time sensitive manner;
3. Supporting the Management Team and organisation's leaders through the management of HR information in a professional and confidential manner, in line with legislative requirements. As needed, provide updates and written reports to address identified or emerging organisational risks and/or workforce trends;
4. Supporting the organisation's workforce development, nurturing its culture and further reinforcing values and behavior recruitment to meet goals and future capacity.
5. Leading the development and review of HR policies and procedures and advising on relevant legislative requirements and changes.
6. Drive the resource and talent management to ensure Focal attracts people who will give it an edge. Coaching and supporting all to develop a workforce with the right balance of skills needed to meet short and long-term ambitions.
7. Ensure that all employees at Focal have the skills needed to contribute to the organisation's success. Supporting Managers to motivate staff to towards embedding a culture of coaching and learning.
8. Drive employee engagement by supporting Managers to ensure employees maintain a positive connection with their work, colleagues and the broader organisation. Focus in particular on good relationships between staff, the Management Team and Operational Support Team.
9. Ensure that the relationship between the organisation and staff is managed within a clear and appropriate framework. Actively contribute to the implementation and continuous improvements of Focal's Quality System;
10. Follow all Focal's policies as well as Focal's Delegation Matrix.

General:

1. Actively contribute to the implementation and continuous improvements of Focal's Quality System;
2. Maintain a very strong knowledge and lead the application of and compliance with:
 - a. Policies and Procedures of Focal;
 - b. Work Place Health and Safety legislation;
 - c. Confidentiality and adherence to the Privacy Principles;
 - d. Current legislation related to the delivery of Human Resources and Industrial Relations.
3. Provide coaching and mentoring to Leaders and Managers;
4. Bring all matters which may require action or policy direction to the CEO;
5. Maintain personal knowledge of contemporary HR practices.

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Position Description: Service Support	17/07/2018	N/A		17/07/2018

Essential Criteria for the position

1. HR Qualifications;
2. Experience working in a similar role;
3. Strong understanding and experience dealing with industry matters involving Award interpretation;
4. Highly developed written and verbal communication skills;
5. Demonstrated experience meeting relevant legislation including upholding privacy and confidentiality within the workplace;
6. Current Positive Notice – Working with Children Screening Check (Blue Card) and Disability Services Positive Notice Card (Yellow Card) or willingness to obtain prior to commencement;
7. Current driver's license;
8. Current National Police Certificate.

Desirable criteria

1. Tertiary qualification;
2. Experience working with the community and people with disabilities from diverse cultures and backgrounds;
3. Strong knowledge and Experience of the SCHADS Award;
4. Understanding of the National Disability Insurance Scheme (NDIS) and Consumer Directed Care (CDC).

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