

## Position Description – HR & Administration Officer

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<b>Position title:</b>	HR & Administration Officer
<b>Reports to:</b>	Client Services Manager
<b>Direct reports:</b>	None
<b>Location:</b>	South east Queensland
<b>Status &amp; Hours:</b>	Full time
<b>Classification:</b>	SCHADS Level 4

### 121 Care - Vision & Mission

***Vision:***

*121 Care is an award winning provider of flexible and client controlled support services to people with disabilities, seniors and people living with mental health issues throughout south east Queensland.*

***Mission:***

*To encourage and maximise an independent, happy lifestyle for our clients by delivering a range of services uniquely individualised by a caring support team which includes people with lived experience of disability.*

### Purpose of the Role

The focus and purpose of this role is:

- Undertake the accountable and effective recruitment of staff.
- Manage the rostering of support staff to ensure appropriate services are provided to clients.
- Manage the day to day human resources operations of the service.
- Coordinate the training needs of all staff and support workers.
- Participate in performance reviews of staff where applicable.
- Ensure the organisation's compliance with all industrial relations legislation.
- Administration functions as required.

## Key Responsibilities & Duties

<p><b>Client Services</b></p> <ul style="list-style-type: none"> <li>• Respond effectively to all enquiries.</li> <li>• Coordinate the effective and consistent service provision to clients by developing staff rosters that meet client’s needs, as well as meeting the funding guidelines of individual clients and programs.</li> <li>• Manage staff absences to ensure no loss of service to clients.</li> <li>• Maintain client records accurately.</li> </ul>	<p>Clients indicate satisfaction with staff rostering Staff rosters are compliant with the funding guidelines of individual clients.</p>
<p><b>Staff Coordination</b></p> <ul style="list-style-type: none"> <li>• Manage the effective recruitment of support workers in a timely manner.</li> <li>• Provide comprehensive orientation and induction programs for all staff on commencement.</li> <li>• Ensure all training requirements are successfully completed.</li> <li>• Manage and coordinate support worker rosters for clients.</li> <li>• Manage support worker issues and complaints with respect and fairness and in accordance with 121 Care’s policies and procedures.</li> <li>• Collaborate with the Client Service Manager and key support workers to ensure the provision of quality service.</li> <li>• Provide staff and workers with the guidance and resources as required.</li> <li>• Interpret the SCHADS Award .</li> <li>• Facilitate and participate in staff performance appraisals.</li> </ul>	<p>Compliant recruitment, induction, training and performance management records.</p> <p>Accurate documentation is maintained regarding staff issues, complaints and feedback.</p>
<p><b>Compliance and Documentation</b></p> <ul style="list-style-type: none"> <li>• Maintain staff records including timely and effective licences, registrations, training records, vehicle registrations, federal police clearances, blue cards, yellow cards, incident reports, complaints, performance appraisals and other relevant documentation in a professional manner in accordance with the organisation’s requirements.</li> <li>• Assist in implementing Workplace, Health and Safety procedures by ensuring staff are appropriately trained in the individual’s care including specialised equipment and other support requirements.</li> <li>• Provide written and verbal reports to management and the Committee as required regarding all aspects of staffing, Awards, Workcover, etc.</li> </ul>	<p>Documentation is appropriately managed and maintained in relation to all staff records.</p> <p>Reports to management and committee are provided in a timely manner</p>

<ul style="list-style-type: none"> <li>• Manage any Workcover claims, return to work or other matters relating to Workcover accurately and in a timely manner.</li> </ul>	
<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Operate effectively in terms of quality and quantity of output when under pressure from strict timelines, service delivery guidelines and workload demands.</li> <li>• Participate fully in a team environment with management, other staff members, key support workers, direct support workers and administrative staff to achieve whole of service quality outcomes.</li> <li>• Immediately report to the General Manager any critical incidents or events that could have detrimental consequences for the business.</li> <li>• Ensure security procedures for the opening and closing of the office premises are maintained.</li> <li>• Be committed to maintaining up to date knowledge and skills by attending professional development training in areas identified for further development.</li> <li>• Promote 121 Care positively in all interactions with clients, workers, stakeholders and other external parties.</li> <li>• Engage a high level of interpersonal and written communication skills at all times.</li> <li>• Engage in continuous quality improvement of systems and processes to ensure best practice support services.</li> <li>• Travel throughout south east Queensland as required.</li> <li>• Maintain a high level of confidentiality and professionalism at all times.</li> <li>• After hours and weekend on-call emergency response work is required to be undertaken on a rotating roster.</li> <li>• Other duties as directed by the management team.</li> </ul>	

## Key Selection Criteria, Skills and Attributes

### Essential:

- Current Senior First Aid Certificate.
- Current 'C' Class Driver's Licence and access to a private reliable motor vehicle.
- Willingness to undertake employment checks including a Federal Police clearance and Working with Children (Blue) Card.
- Evidence of the right to work in Australia.
- Tertiary qualifications in Human Resources or other relevant qualification.
- 3 years' experience in a similar role.
- Demonstrated understanding and interpretation of relevant industrial Awards.
- High level of communication and interpersonal skills.

- Ability to work as part of a team.
- Commitment to quality improvement activities.
- Proficient in the use of Microsoft Office based software packages and client management database systems.
- Ability to work after hours and weekends on call emergency response.

### Desirable:

- A sound understanding of industry trends in the delivery of aged and disability support services.
- Knowledge of, and experience in participating in quality management systems.

### Probationary Period:

A probationary period of 6 months applies to this position. If during this period 121 Care determines that the candidate is not suitable for this position then employment may be terminated.

### Acknowledgement

I understand and accept the requirements outlined in the Position Description and any reasonable amendments made due to changes in responsibilities and organisational requirements. I confirm my personal commitment to the Vision and Mission of 121 Care.	
<b>Signature:</b>	
<b>Name:</b>	
<b>Date:</b>	

### Approvals

<b>Approved by:</b>	
<b>Date:</b>	
<b>Review date:</b>	