



POSITION PROFILE

POSITION TITLE: Human Resource Assistant/Officer

Position Title	Human Resource Assistant/Officer	Program / Funding Stream	WTIGLZ Primary Health Care
Position Classification	Administration and Operational Support (AOS) Level 3/4	Finance Funding Code	GOP 80
Reports To	HR Coordinator	Direct Reports	Nil
Program / Role Description	<p>Wurli-Wurlinjang Health Service is an Aboriginal Community Controlled Organisation delivering primary and clinical health care services to the Aboriginal people in Katherine and surrounding communities.</p> <p>Wurli prides itself on delivering a range of health and wellbeing services to the community in a style and manner that makes clients feel welcome and comfortable. Wurli Health Services are supported by service teams such as finance, human resources, assets /maintenance, workplace health and safety and other administrative roles which all perform a pivotal role in supporting service delivery and ensuring Wurli is compliant with its legislative and reporting requirements.</p> <p>The Human Resources Officer (HRO) role is responsible for providing accurate and timely HR advice, support and consultancy services to line managers and employees to support the organisations strategic objectives with the broader HR team.</p> <p>This position is responsible for assisting with and overseeing a range Human Resource functions for Wurli by providing professional, accountable and best practice human resource services in the areas of recruitment and selection, learning and development, performance management, staff accommodation and work health and safety.</p> <p>This role will also be responsible for completing and maintaining all associated Human Resource administrative tasks and functions and supporting with the provision of Industrial Relations advice as required.</p>		
Qualifications	Essential: Certificate IV in Human Resources and / or a Certificate IV in Training and Assessment		

	Desired: Diploma of Human Resource Management	
Experience	Essential: Previous Experience in a generalist HR role – demonstrating the fundamentals of employment law, recruitment and selection and performance management principles	
	Desired: Demonstrated experience in the delivery of Industrial / Employee Relations Previous experience in a training / learning and development role Sound facilitation/ consultation and mediation skills	
Prerequisites	National Police Records Check and Working with Children’s Clearance Current Northern Territory Driver’s License Provide First Aid and CPR accreditation	
Key Result Area	Responsibilities / Activities	Standard Measure
SERVICE DELIVERY	<p>This role has is required to review, develop, deliver and provide internal human resource support, consultation and advisory services to Wurlu as outlined below in the following key Human Resource Service areas:-</p> <ul style="list-style-type: none"> • Recruitment and Selection: <ul style="list-style-type: none"> ○ Assist the Executive Manager – Human Resources/HR Co-ordinator to develop and provide ongoing delivery of a Community Engagement and Employment Strategy. ○ Review and action the Authority To Recruit (ATR) Register on a regular basis. ○ Prepare and advertise vacancies in a range of forums to suit the position vacancy. ○ Maintain the recruitment register and associated manning guide. ○ Facilitate the interview and selection process for all line and Coordinator level roles by engaging with potential candidates about the role, shortlisting candidates, preparing suitable interview templates, providing coaching and mentoring support to panel members on interview techniques, attending interviews, coordinating / conducting valid reference checks 	<ul style="list-style-type: none"> • Services delivered meets the stated objectives in accordance with the funding agreement, Wurlu’s Continuous Quality Improvement Program and related policies and procedures:- <ul style="list-style-type: none"> ○ Recruitment requirements are met in a timely manner and kept up to date with ○ Employment agreement and associated support documentation is prepared, accurate and dispersed / recorded appropriately ○ Annual organisational training needs identified and associated activities organised and implemented ○ Staff learning and development needs are actioned and records are accurate

	<p>and reporting outcomes of such process to CEO for authorisation.</p> <ul style="list-style-type: none"> ○ Prepare contracts of employment and position descriptions for authorisation and presentation to the relevant individual. ○ Prepare and release correspondence to unsuccessful candidates. ○ Maintain Employment Agreements and Position Descriptions for all staff. <p>● Learning and Development:</p> <ul style="list-style-type: none"> ○ Assist the Executive Manager – Human Resources/L&D Officer/Practice Manager to develop and provide ongoing support to achieve Wurli’s compliance and learning and development objectives. ○ Coordinate and deliver company induction for all new employees. ○ Advise and follow up on the delivery of Program / Service Area inductions. ○ Plan and coordinate the core training requirements for new employees in accordance with the Wurli Professional Development Policy. ○ Manage and maintain Wurli Professional Development Request Register and associated follow up action required in relation to the register outcomes. ○ Maintain Professional Development Attendance records on SharePoint. ○ Assist develop and conduct internal training to provide support to coordinators and managers in their leadership and human relation skills. ○ Develop and coordinate an annual Wurli Organisational Training plan and calendar in consultation with the L&D Officer and Practice Manager. 	<ul style="list-style-type: none"> ○ The associated actions required under the Performance Management Framework are actioned and recorded as required. ○ Sound working relationships and advisory support is provided to coordinators and managers as required, within reasonable timeframes. ○ CQI activities are undertaken and completed to standard
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	<ul style="list-style-type: none"> ○ Research and identify appropriate learning and development opportunities for staff in accordance with identified training needs and Wurli service delivery plans. ○ Ensure training programs delivered to Wurli staff are based on best practice models of service delivery with the view of developing a culturally safe, skilled and qualified Wurli workforce. ○ Oversee and maintain accurate records of all apprentices / traineeships and other Nationally Accredited training being provided to Wurli Employees ● Performance Management/Employee Relations: <ul style="list-style-type: none"> ○ Assist to ensure coordinators and managers adhere to their obligations under Wurli's Performance Management Framework and associated policy and time frames including program / service areas induction, core training, probation reviews and annual performance appraisals. ○ Provide advice to coordinators / managers regarding the management of underperformance and associated best practice process including the development of performance improvement plans if required. ○ When required and with the support of Executive Manager – Human Resources/HR Co-ordinator, provide Employee Relations support for complaints / grievances and disputes in accordance with policy and procedure including conducting investigations into employee complaints and report findings as requested. ○ Assist to ensure appropriate separations / termination process are utilised at all times. 	
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	<ul style="list-style-type: none"> ● Staff Accommodation: <ul style="list-style-type: none"> ○ Prepare staff accommodation leases agreements as required. ○ Complete staff accommodation inspections upon departure and ensure accommodation is ready for new incumbent ensuring accurate inventory lists and conditions reports are completed. ○ Maintain an updated staff accommodation register. ○ Liaise with payroll regarding rental deductions commencement and cessation as required. 	
<p>PROGRAM DEVELOPMENT, NETWORKING & LIAISON</p>	<p>Maintain sound working relationships with relevant unions and other parties relevant to the employment relationship.</p> <p>Develop and maintain close working relationships with RTO's and other relevant service providers.</p> <p>Keep up to date with developments in industrial relations / learning and development including new technologies, changes and methodologies.</p> <p>Maintains rapport with Coordinators/Managers to enhance capacity building of Individual staff members.</p> <p>Work with the HR Co-ordinator and HR Officers to act as a backup when required for allocated tasks.</p>	<ul style="list-style-type: none"> ● Co-operative and professional working relationships are developed and maintained with internal and external stakeholders ● Evidence of ongoing research in relation to developments in the learning and development arena
<p>ADMINISTRATION & REPORTING</p>	<p>Contribute to and assist maintain all administration and recording systems relating to an employee's tenure with the Wurli including recruitment, on boarding, performance management, learning and development, industrial relations and separation records.</p> <p>Maintain electronic staff files in an accurate and compliant manner.</p> <p>Write reports / file records as required when assisting with IR / ER issues.</p> <p>Prepare and maintain "forms" and records associated with tasks outline in the Service Delivery components of the role.</p> <p>As required administer and follow up on monthly compliance checks and file updates.</p>	<ul style="list-style-type: none"> ● All administrative functions are actively undertaken, accurate and timely <ul style="list-style-type: none"> ○ Reports are completed accurately and on time ○ Staff Professional Development information is collated and maintained in accordance with requirements ○ Employment IR / ER records are maintained in accordance with standards required

<p>WORKPLACE HEALTH & SAFETY</p>	<ul style="list-style-type: none"> ❑ Partner with the Executive Manager – Human Resources/Assets & Infrastructure Manager to ensure appropriate WHS policies and procedures are in place. ❑ Develop WHS procedures and act as the first point on contact for all WHS queries for Wurli employees. ❑ Participate in education sessions and act as a WHS representative to educate Wurli employees in partnership with Executive Manager – Human Resources/Assets & Infrastructure Manager. Develop an understanding of the WHS legislations and systems to support Wurli to meet its obligations. Ensure your personal health and safety, and that of others in the workplace. Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety. Promote and deliver in accordance with Wurli’s risk management framework. Report all accidents, incidents, near misses and hazards immediately. Respond in line with risk management, incident management, reporting and escalation requirements in times of a crisis, emergency or following a complaint. Actively contributes to the Risk Mitigation strategies at Wurli and undertakes risk assessments across the program and delivery as required. 	<ul style="list-style-type: none"> • Adheres to risk management and WH&S Policy and Procedures at all times • Utilises the Risk Management Framework as a base for all IR / ER activity and positively encourages a risk mitigation approach to areas that expose Wurli to adverse action
<p>CORPORATE IDENTITY</p>	<p>Promote and embody Wurli’s vision and values</p> <p>Maintain professional networks with external stakeholders including RTO’s, Unions, training providers, job network providers and recruitment partners that allows for good service delivery and continuity HR service to Wurli</p> <p>Act in accordance with Wurli’s Code of Conduct</p>	<ul style="list-style-type: none"> • Acts in a professional manner / leads by example and maintains the reputation of the organisation and profession / service • Positively promotes the image of the organisation

Personal Characteristics / Qualities	Job Competencies (Skills and Knowledge)
<ul style="list-style-type: none"> • Analytical: Collects, organises and applies information relevant to specific needs and outcomes • Must have ability to work independently and take initiative, but also must be enthusiastic team player • Must be willing to accept responsibility and make decisions based on experience, education and understanding of business needs and culture. • High level of discretion and sound judgment. • Must be well organised and able to juggle multiple tasks - dynamic, and action-orientated, who meets deadlines and makes it happen. • Demonstrate the ability to build and maintain relationships and work confidently with people at all levels • Possess an enthusiastic and approachable personality. • Excellent communicator (written and verbal) with the ability to earn trust and credibility. • Demonstrate the ability to influence, network, negotiate, counsel and mediate 	<ul style="list-style-type: none"> • Willingness to work within Wurlli's values and vision and adhere to quality improvement practices, policies and procedures • Demonstrated business acumen and sound HR generalist knowledge • Demonstrated knowledge of the human resource function in key areas of recruitment, learning and development, performance management, employee / industrial relations • Experience in developing, coordinating and conducting training • Demonstrated capacity to work independently/ autonomously with minimal supervision and collaboratively with in a team • High level of accuracy and attention to detail • Ability to demonstrate initiative and work under pressure • High degree of confidentiality and discretion • Excellent written, communication and listening skills • Computer skills including the ability to use MS Office Suite, MS Outlook or equivalent.