

Position title:	Human Resources Administration Officer	Position reports to:	Executive Manager People, Workforce and Culture
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Background

Shepparton Retirement Villages (SRV) is a non-for-profit community-based organisation that was founded by the Rotary Club of Shepparton back in 1968. Since that time SRV has become the largest provider of aged care services in the Shepparton region. SRV is responsible for the delivery of care across 301 residential aged care beds, 288 independent living units and approximately 50 Community Care packages. Services are delivered across 3 campuses however our Community Care packages are delivered across Shepparton and the region. The 3 campuses are:

Rodney Park based in Mooroopna consists of:

- Mooroopna Place: 100 bed residential aged care facility (currently under development)
- 93 Independent Living Units

Kialla Gardens based in Kialla consists of;

- Banksia Lodge: 65 bed aging in place residential aged care facility
- 109 Independent Living Units

Tarcoola based in Shepparton consists of

- Administration
- Maculata Place: 120 bed residential aged care facility
- Acacia House: 59 bed high care residential aged care facility
- Hakea Lodge: 57 bed residential aged care facility
- 70 Independent Living Units
- Men’s Shed
- Home Care and Community Care Services

Role Statement

This position will be responsible for providing operational support to the Executive Manager People, Workforce & Culture (EMPWC) and assist in relation to all aspects of the Human Resource cycle. In particular the role will be responsible for:

- Maintaining all Employment / Volunteer Registers within the organisation
- Assisting in the recruitment and onboarding process
- Maintaining police checks for staff and volunteers
- Assisting with the implementation of HR initiatives
- Assisting with Roster Coordination where required
- Other duties as required

The applicant must have an ability to manage multiple tasks at any given time both effectively and efficiently to ensure the human resource and administration function operate smoothly and cohesively.

The incumbent must adhere to and be committed to our Mission of ‘Enriching the lives of the people in our care’ and our values of Choice, Respect, Care, Passion and Teamwork along with the associated behaviours attached to these values.

Reporting Statement/Working Relationships	
<p>This position will report directly to the Executive Manager People, Workforce and Culture and will provide support to the Human Resources department.</p>	
Key Selection Criteria	
Qualifications/Skills	<p>Essential:</p> <ul style="list-style-type: none"> • At least 3 years practical experience in HR • Experience in developing new processes and implementing HR initiatives • An understanding of all stages of the HR cycle • Strong computer skills including proficiency in Microsoft Office Suite including Excel and HR systems and ability to learn new software quickly • Excellent interpersonal, written and verbal communication skills • Ability to work under minimal supervision and manage own time • High level of attention to detail • Strong time management skills and ability to work to tight timeframes/deadlines • Able to multitask and effectively manage a busy HR office • Strong attention to detail, with sound analytical and problem-solving skills • Excellent phone manner • Confidentiality? <p>Desirable:</p> <ul style="list-style-type: none"> • A Certificate/ Diploma qualification in Human Resources • Well organised and able to prioritise • Flexible in approach to varied duties as required • Ability to work to pre-determined time frames • Consultative • Team orientated • Demonstrate a pleasant and approachable manner with all stakeholders
Additional Information	<ul style="list-style-type: none"> • The position is full time Monday to Friday 8:45am – 5:06pm (7.6 hours per day with a 45-minute lunch break) • Hours to be worked within business hours Monday - Friday • A satisfactory police check/criminal record check is required prior to employment • The probationary period for this position is 6 months

Organisational Expectations	<p>The incumbent must incorporate the values of Shepparton Villages into daily practices in relation to all activities that is you:</p> <ol style="list-style-type: none"> 1. Choice – Encourage and promote individual choice and independence 2. Respect – Everyone is unique, we listen and demonstrate care and compassion in everything we do 3. Care – We care and continuously improve what we do 4. Passion – We love what we do and encourage creativity and diversity 5. Teamwork – We work together and support others 	
Key Result Areas	Key Activities	Standard Measures
Shepparton Villages Values. The values of Shepparton Villages are always upheld in everything that you do.	<ul style="list-style-type: none"> • Ensure that the values of Shepparton Retirement Villages are incorporated into daily practices in relation to all your activities 	<ul style="list-style-type: none"> • Be compassionate and provide support to residents and staff • Consistently show respect, care and teamwork • Seek opportunities to be innovative for improvement • Communicate and operate openly and honestly as an effective team member
Human Resource	<p>Responsible for Human Resource duties as follows:</p> <ul style="list-style-type: none"> • Maintaining and processing police checks for all staff and volunteers • Continually developing and maintaining all Employment/ Volunteer Registers within the organisation • Coordination and organisation of recruitment and onboarding • Assisting with Volunteer Program administration requirements • Assisting with the organising of and attending careers events • Maintenance of all employee files and related filing • Assist the EMPWC with duties as requested • Liaise with managers and other staff to assist them with human resource functions • Assist in Roster Coordination on an as needs basis • Other human resources duties that may arise from time to time 	<ul style="list-style-type: none"> • Ensuring all staff and volunteers have valid police checks in accordance with legislative requirements • Keeping all employment and volunteer related registers up to date to ensure they can be used effectively for reporting purposes • Liaising with EMPWC and Managers to organise and coordinate recruitment interviews and days, ensuring all correct paperwork is supplied and completed, and that this process is completed within the specified timeframes • Organisation and preparation staff onboarding days, assisting during the day as needed and ensuring that the day runs smoothly • Prepare for and attend careers events at the discretion of the EMPWC • Ensuring all employments/ volunteer files are up to date and contain the required paperwork • Maintain efficient and accurate rosters • Ensure all human resource tasks are completed in a timely fashion and that continuous communication is maintained with the appropriate managerial staff

Other Administration Duties	<ul style="list-style-type: none"> Support the reception function as required, including but not limited to answering of telephone, attending front reception and dealing with enquiries particularly when the receptionist is on extended leave Back up and assisting the Roster Coordinator with filling shifts as required Other duties as directed by the Executive Manager People, Workforce and Culture 	<ul style="list-style-type: none"> Carry out reception duties in accordance with work procedures Phone, emails and face to face enquiries are responded to promptly and with the appropriate advice Flexibility and willingness to undertake other work as directed by the Executive Manager People, Workforce and Culture
Be an effective team member	<ul style="list-style-type: none"> Work collaboratively with all team members to provide effective care and services Promote a positive culture through active engagement in the workplace through concepts of choose your attitude, be there for all and make their day Have fun 	<ul style="list-style-type: none"> Employees and managers feel they are provided with prompt, efficient and professional advice and services The team models a positive culture and assists other teams in developing a culture that reflects the organisations values
Ensure effective lines of communication are developed and maintained	<ul style="list-style-type: none"> Promote and actively demonstrate open honest communication with excellent listening, verbal and nonverbal skills Attend relevant meetings as required 	<ul style="list-style-type: none"> All stakeholders are engaged and feel listened to All documents are written with appropriate language and are easy to understand Active participation in meetings to share ideas and knowledge
Meet the needs of the organisation, residents, consumers and employees	<ul style="list-style-type: none"> Undertake any other tasks commensurate with the classification of this position 	<ul style="list-style-type: none"> Meet the needs of organisation, residents and staff
OH&S Responsibilities	<p>That you take reasonable care to protect the health and safety of yourself, fellow staff and others in the workplace by:</p> <ul style="list-style-type: none"> Reports hazards, near misses and injuries immediately Uses personal protective equipment as required Complete incident reports as required Support health and safety representatives Comply with risk and safety policies and procedures and instructions Contribute to risk assessments Participate in training and meetings regarding safety Active support and demonstration of manual handling skills Works within policy, procedures and accreditation standards 	
Performance Review	<p>The Human Resource Administration Officer will participate in a performance review six months after appointment and thereafter every two years with the Executive Manager People, Workforce and Culture.</p>	

Terms & Conditions

Terms and conditions are provided by the Shepparton Retirement Villages Inc. (trading as Shepparton Villages) ANMF and HSU Enterprise Agreement 2014, and our policies and procedures (as varied from time to time).

Inherent Position Requirements: Shepparton Villages has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of this position (with reasonable adjustments if required). This role may require the following tasks however it is not limited to the following:

	Tasks	Occasionally (1-33%)	Frequently (34-66%)	Very frequent (67-100%)
Physical	Assisting residents to reposition, transfer and ambulate			
	Standing and walking	✓		
	Bending, kneeling, squatting, crouching	✓		
	Tasks involving manual dexterity	✓		
	Tasks involving pushing and pulling	✓		
	Lifting and carrying objects (as per our minimal lift policy)	✓		
	Computer work			✓
	Sitting for extended periods			✓
	Neck flexion/extension and rotation		✓	
	Climbing stairs, ladders			
	Driving motor vehicles/machinery		✓	
	Walking over uneven surfaces	✓		
	Handling unstable objects or people	✓		
Exposure to vibrations				
Psychosocial	Dealing with distressed staff, residents, families and visitors	✓		
	Working with residents with cognitive impairments and associated behaviours	✓		
	Working with residents at the end of their life			
	Requirement to meet urgent timelines		✓	
	Exposure to distressing situations	✓		

Environmental	Exposure to chemical hazards – dust, gases, fumes, liquids, hazardous substances e.g. cytotoxic medication			
	Working in confined spaces			
	Working in temperature extremes and exposure to outdoor elements, e.g. cool rooms and working outdoors			
	Slippery or uneven surfaces	✓		
	Biological hazards – body fluids, bacteria, infectious diseases			

I acknowledge:

- That I have read and fully understand the Position Description
- I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- I agree that I will participate in a performance review six months after appointment and thereafter every two years with my Manager
- I will be required to work in accordance with Shepparton Villages Values and Behaviours, Code of Conduct and policies and procedures
- Shepparton Villages may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Date ____/____/____

(Print Name)

Direct Manager Signature: _____

Date ____/____/____

Jacinta Goodman
Executive Manager Workforce People and Culture