



POSITION DESCRIPTION

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

Position No.: 1003-1

Date reviewed/created: November 2023

POSITION TITLE: Human Resources Administrative Officer

TEAM: Human Resources

LOCATION: Carramar

AGREEMENT: NSW (Non-Declared) Affiliated Health Organisations' Health Employee Agreement

CLASSIFICATION: Administrative Officer Level 4.

A generous salary packaging scheme is also offered.

VACCINATION REQUIREMENT: Category B

PERIOD OF APPRAISAL: Performance will be assessed within 6 months of commencement and a 6 month probationary/qualifying period will also apply.

Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Human Resources Manager*
2. Responsible for: *Nil*

SELECTION CRITERIA:

Essential Requirements:

1. Demonstrated experience and knowledge in the provision of efficient administrative procedures and clerical support with minimum 2 years' experience in a similar role.
2. Demonstrated ability to initiate, plan, prioritise, negotiate, and organise own work taking into account the impact on others to achieve results and meet deadlines.
3. Well-developed analytical and decision-making skills and demonstrated ability to problem solve using initiative and judgement in a flexible and creative manner.
4. Demonstrated well-developed written and verbal communication skills and interpersonal skills.
5. Demonstrated commitment to providing a high level of customer service and ability to work in a multicultural environment.
6. Well-developed oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office and ability in managing both paper based and electronic filing systems.

7. Ability to work with limited direction and guidance with regard to work priorities, as well as working as part of a multicultural team environment.
8. Proven ability to maintain strict confidentiality and understanding of issues and practices relating to sensitive and confidential matters.

Desirable Requirements:

1. Working knowledge and experience in human resources/recruitment/payroll.
2. Working knowledge of Preceda HRIS
3. Current NSW Driver's Licence

*This position is not considered child-related employment and will require a National Police Record Check.

VACCINATION REQUIREMENTS

***This role is a Category B role.** Category B workers must have two doses of an approved COVID-19 vaccine. *If successful you must provide evidence of vaccination.* (The annual Influenza vaccination as well as vaccination for other transmissible diseases are strongly encouraged but not mandatory).

Should you not be able to comply with vaccination requirements before your commencement date, the offer of employment may be withdrawn.

If you have a medical reason for why you cannot be vaccinated, a medical contraindication evidence will be required.

BRIEF DESCRIPTION OF ROLE

The Human Resources (HR) Administrative Officer role is designed to support the HR Manager in providing HR services across the organisation.

Assisting with day-to-day operations of HR functions, this role is responsible for providing high quality administrative support including the maintenance of manual and computerised HR records.

The HR Administrative Officer provides proactive support to managers to facilitate an efficient recruitment process, providing excellent customer service to all that present to the HR area.

The HR Administrative Officer may act in the HR Manager's role when needed and requires a high level of proactivity and decision-making skills.

PRIMARY OBJECTIVES:

To provide excellent, accurate and timely administrative support to enable the HR Team to function effectively and efficiently.

PRIMARY DUTIES:

1. Administration/Clerical

- 1.1. Establish and maintain courteous and efficient communication with staff and visitors who present to HR, escalating queries/issues as appropriate and in a timely manner.
- 1.2. Receive, answer and refer as appropriate all HR enquiries face to face, electronically and via telephone in a timely manner to facilitate service delivery.
- 1.3. Handle HR correspondence, actioning as appropriate.
- 1.4. Timely and accurate data recording and maintenance of STARTTS HR Information System (HRIS) or relevant systems or software as required.
- 1.5. Ensure all records relating to employees are updated as necessary.
- 1.6. Ensure records of professional registration required for relevant professional employees is up-to-date.
- 1.7. File and update employee records as required, setting up and maintaining all HR filing systems, both manual and computerised, adhering to confidentiality at all time.
- 1.8. Ensure the archiving and/or disposal of HR records including recruitment in accordance with internal procedures and legal requirements.

- 1.9. Arrange specified meetings and/or any other events as directed including taking and distribution of minutes and relevant paperwork as required.
- 1.10. Prepare letters, memos or any other form of documentation in relation to HR activities as required.
- 1.11. Maintain internal HR forms and update as necessary.
- 1.12. Undertake filing for HR accurately and in a timely manner.
- 1.13. Initiate Police Record Checks for the Service as required including checks for Volunteers.
- 1.14. Maintain Volunteer records as required.
- 1.15. Maintain adequate HR related materials and stationary required to service the administrative requirements of the team including creation of induction folders, recruitment folders and personnel folders.

2. Recruitment Process

- 2.1. Advertise vacancies when required following internal processes.
- 2.2. Ensure the recruitment process adheres to STARTTS policies and procedures.
- 2.3. Liaise with Interview Panel Convenors and Members to facilitate an efficient and effective recruitment process.
- 2.4. Schedule interview times and generate correspondence relating to recruitment in a timely manner.
- 2.5. Maintain all recruitment records/information ensuring security and confidentiality and dispose of such in accordance with internal processes and procedures and legal requirements.
- 2.6. Follow recruitment process from beginning to end, ensuring all relevant paperwork is received.
- 2.7. Provide newly appointed employees with relevant documents in a timely manner.
- 2.8. Ensure newly appointed employees submit relevant documents on commencement.
- 2.9. Liaise with relevant areas (IT; HIS; Keys/Fleet, Training, Administrative Support Team Leader) in a timely manner for a smooth on-boarding process.
- 2.10. Assist with the planning and delivery of the HR induction for new staff.
- 2.11. Maintain forms and information related to recruitment on STARTTS Website is accurate and up-to-date.

3. Employee Files/Records

- 3.1. Establish new employees' personal files ensuring all relevant recruitment paperwork is included.
- 3.2. Maintain relevant employees 'Working with Children Checks' records up-to-date.
- 3.3. Enter and maintain Performance Management records in relevant database.
- 3.4. Generate statements of employment and earnings as required.
- 3.5. Generate maternity, parental, adoption leave letters of approval.
- 3.6. Manage terminated employee files, archive and destroy according to internal processes and procedures.
- 3.7. Ensure termination documentation is completed and received when due.
- 3.8. Ensure relevant employees' records are up to date within STARTTS HRIS (policy compliance, WWCC etc)

4. Quality Improvement and Risk Management

- 4.1. Contribute to continuous improvement of the HR service by undertaking tasks/projects in line with the HR strategy as assigned by the HR Manager.
- 4.2. Assist HR Manager with implementation of new policies, procedures, legislation, NSW Health directives, strategies or programs.
- 4.3. In liaison with HR Manager, assist in reviewing and implementing change to HR processes and systems to support strategic HR functions and in the delivery of induction programs for new employees.
- 4.4. Undertake personnel files audits regularly for accuracy of records.
- 4.5. Be familiar with all HR procedures.
- 4.6. Ensure security and confidentiality of all HR related records/information.

5. Key Challenges

- 5.1. Delivering accurate and consistent work within a high volume environment.
- 5.2. Demonstrating flexibility and persistence in balancing the needs of competing demands, which may have a range of deadlines.
- 5.3. Maintain customer service focus during peak work volume environment.
- 5.4. Prioritising requests that may require appropriate level of priority.
- 5.5. Attending to the wide variety of day-to-day administrative tasks and following up pending matters.
- 5.6. The need to demonstrate initiative in dealing with matters in various HR areas.

6. Personal

- 6.1. Participate in STARTTS Performance Management program
- 6.2. Be an active participant in team meetings to maximise contribution to the work of the HR team
- 6.3. Participate in STARTTS staff meetings and other relevant meetings
- 6.4. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 6.5. Participate in identifying quality improvement initiatives/strategies.
- 6.6. Attend and participate in all training opportunities identified for the role.
- 6.7. Liaise with and seek senior advice as required.
- 6.8. Demonstrated ability to be flexible and adapt work practices to suit circumstances.

7. As a STARTTS employee you are expected to:

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices
- Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively seek to improve skills and knowledge that will benefit the organisation.
- Project a professional image at all times and in all situations.
- Undertake any other duties that may be required within the area of work.

Equal Employment Opportunity and Staff Relationships:

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
- STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.

STARTTS Workplace Policies

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

Work Health & Safety responsibilities:

- Comply with STARTTS WHS policies and procedures.
- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

Risk management responsibilities: All staff have a responsibility to identify any risks (ie the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

Smoke-free Workplace

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

I have read the **Human Resources Administrative Officer** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Employee Name: _____
Please print

Employee Signature: _____ **Date:** _____

CHIEF EXECUTIVE OFFICER: Jorge Aroche

Signature: _____ **Date:** _____

NEXT JOB DESCRIPTION REVIEW DUE: November 2025