



POSITION DESCRIPTION

| | |
|-----------------------|--|
| POSITION TITLE | Human Resources Advisor |
| CLASSIFICATION | Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Employee Level 5 |

TEAM DESCRIPTION

The Corporate Services team has oversight of the operational functions of LGBTIQ+ Health Australia (LHA). This includes and is not limited to governance and legal compliance, human resource management, financial management, undertaking of all administrative tasks, management of LHA's members and the membership program, ensuring that our communication processes, platforms and activities are maximised and efficient and to ensure that all of LHA's IT requirements are tended to. In addition, the Corporate Services team provides secretariat support to the Board of Governance and some administrative support to the Chief Executive Officer.

ROLE OBJECTIVE

The Human Resources (HR) Advisor ensures that all HR operations are managed efficiently and effectively. The role holds responsibility for the organisation's human resources, building a professional team and organisational culture while ensuring that the organisation adheres to legislative requirements. This role will influence the operational activities of the organisation and is involved with establishing operational policy and procedures that positively impact upon the organisation and their employees. It is also the responsibility of this role to support LHA staff to maximise efficiencies and organisational standards.

All staff are required to ensure that within their role and delivery of their work, they consider and incorporate the needs of the LGBTIQ+ Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls.

REPORTING STRUCTURE

This position reports to the Corporate Services Director.

PRINCIPAL DUTIES

Financial Reporting

- Ensure timesheets are submitted and information collated to assist the external accounting service in the timely delivery of payroll processing.

Planning & Project Management

- Project manage all new systems improvement projects for HR services.
- With the support of the Corporate Services Director ensure that LHA has in place robust internal HR related policy and processes that are monitored, reviewed and updated.
- Develop and deliver an annual HR Strategic plan in collaboration with the Corporate Services Director and the Chief Executive Officer (CEO) to identify the organisations long-term goals and objectives and develop HR initiatives for achieving them.

Operations

- Assist in the oversight of the general day to day operations of LHA.
- Ensure that LHA is operating within Work Health and Safety requirements.

HR Management



-
- Initiate, support and monitor best practice HR policies, procedures systems and processes.
 - Maintain all HR processes including onboarding and offboarding, recruitment, contracting, performance reviews, staff leave.
 - Lead and provide advice and assistance to employees on HR issues in alignment with organisational policies and procedures and legislation.
 - Facilitate timely and appropriate resolution of employee grievances and complaints.
 - Provide direction and support during workplace dispute mediations and employee disciplinary proceedings.
 - Review and update the staff performance review framework so as to enhance effective and timely evaluation of staff capability and attributes on the EnableHR HRIS platform.
 - Ensure all staff personnel files are maintained and kept up to date on the EnableHR HRIS platform.
 - Coordinate staff training and professional development.
 - Develop and provide training in HR matters as required, including coaching and mentoring managers on how to successfully manage staff.
 - Drive, influence and develop a compelling company culture.
 - Ensure that LHA operates in accordance with the SCHADS Award 2010, National Employment Standards and all other related legislation and policy with support from LHA's HR consultants.
 - Assist the Corporate Services Director and the CEO with staff planning as required.
 - Provide reports as required by the Corporate Services Director and CEO.
 - Additional tasks and deliverables as defined by the Corporate Services Director and the CEO and Deputy CEO.

Other duties and responsibilities

- This position may involve work outside normal business hours, e.g. occasional evening teleconferences and work required to meet critical deadlines.
- Overseeing seamless and economical general office management.
- Undertake other duties within the reasonable scope of your skills and experience, as required and directed by the Corporate Services Director.
- Maintain a clean and safe workspace and abide by workplace health and safety policies and all other LHA policies and procedures.
- Perform other duties and contribute to LGBTIQ+ project activities of LHA, in any project area, as requested from time-to-time by the Corporate Services Director.
- Adopt continuous learning and improvement processes in all aspects of the position.
- Understand, implement, participate and promote Organisational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes and procedures.

KEY SKILLS & EXPERIENCE

Qualifications

- Tertiary Qualifications in Human Resources Administration or relevant experience.

Experience Required

- Minimum 5 years professional experience as Human Resources Advisor; ideally within the not-for-profit sector.
- Experience or understanding of legislative, regulatory and compliance requirements for a company limited by guarantee with charitable status.



-
- Demonstrated experience in project management or implementation of improved business systems.
 - Demonstrated knowledge and application of regulations/legislation relating to employment, industrial relations and WHS.
 - Prior experience with using CRM and HR systems and highly proficient in Microsoft Office suite.
 - Experience of working effectively and collaboratively in a small team environment, with minimal supervision.
 - Demonstrated experience of working in environments where a high degree of judgement, imitative confidentiality and sensitivity is required.
 - Experience in planning and implementing strategies to bring about organisational change.
 - A proven track record of planning and using diverse influencing strategies to achieve organisational goals.
 - Demonstrated understanding of and commitment to the health and human rights of LGBTIQ+ people and communities.
 - Demonstrated understanding of the workings of government (Commonwealth and State/Territory), and of the health sector.

Computer Skills

- Highly proficient and good working knowledge of Microsoft Office suite (Outlook, Word, Excel).
- Demonstrated experience in managing a HRIS.

Aptitude & Interpersonal Skills

- Outstanding interpersonal and negotiation skills for achieving results while maintaining important relationships and for representing the organisation.
- Excellent communication skills especially the ability to coordinate support in a geographically diverse network of people and organisations.
- Excellent administrative and organisational skills and the ability to work with a demanding workload in a timely way.
- Ability to manage complex and often competing tasks and priorities to deliver high quality outcomes – a significant factor in determining performance effectiveness.
- Well-developed written communication skills, suitable for business communications, policy development and report writing.
- Proven ability to build professional rapport through phone, email and face-to-face communications.
- Excellent time management skills with the ability to prioritise tasks and manage multiple projects.
- Proactive problem-solver and self-starter who shows initiative.
- Understanding of and commitment to human rights for LGBTIQ+ people and communities.
- Ability to work collaboratively to resolve complex issues, including with stakeholders who may hold differing views and conflicting interests.
- Excellent judgement to manage and advise on sensitive issues that may involve reputational risk.

KEY PERFORMANCE INDICATORS (KPIs)

- Member service and satisfaction, servicing both internal and external clients/members (customer, staff, member, stakeholder feedback).



-
- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with the Chief Executive Officer and the Organisation.
 - Accuracy of data entry, filing, documentation and information management within the Organisation's database and systems.
 - Responding to and answering telephone calls, enquiries and emails within set timeframes and dealt with in accordance with Organisational standards.
 - Preparing, completing and submitting documentation and reports in accordance with Organisational standards and timeframes.
 - Meet budget or forecast targets as agreed with the Chief Executive Officer.
 - Management, supervision, utilisation, development and engagement of staff reporting to the position including effective performance management.
 - Ensure that performance reviews are completed within set timeframes.
 - Activities undertaken are fully compliant with statutory, commercial and legal requirements.
 - Timely identification and mitigation of Company related risks.
 - Following of instructions and completion of tasks in a timely, accurate and efficient manner which meet the requirements of the organisation, members and required regulatory standards.
 - Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements.