JOB DESCRIPTION

Position Title: Human Resources Assistant
Location: Central Office
Tenure: Full-time or part-time permanent (0.8FTE to 1.0FTE)
Updated: April, 2014

PURPOSE

The purpose of this position is to ensure RAV:
• Staff and managers are provided with timely, accurate and effective advice, information, support and administration in relation to a range of HR activities and providing HR generalist assistance.

OUR ORGANISATION

Relationships Australia Victoria (RAV) is a valued provider of specialist family services. We aim to provide high quality and comprehensive services that assist families and children to overcome challenges, grow and thrive.

A community-based not-for-profit organisation, we have no religious affiliations, and aim to help all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV has 12 centres throughout Victoria offering a wide range of services.

POSITION SUMMARY

The Human Resources (HR) Assistant is responsible for providing a range of HR operational support and services which help meet the business needs to employee’s and manager’s with the Senior Manager Human Resources (SMHR).

This includes responding to staff queries and providing HR related information, preparing documents, reporting, developing policies and procedures in a range of areas including HR systems, Payroll liaison, OHS/Workcover administration, performance review and management support, co-ordinating employee induction, assisting with staff training and development and providing general advice in relation to RAV agreements and relevant legislation.

In addition, the HR Assistant will be involved in a range of HR related projects which support the development and implementation of new HR initiatives. This is a generalist HR role covering a wide range of HR support and assistance.

KEY RESULT AREAS

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<th>Area</th>
<th>Tasks</th>
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<tr>
<td>Recruitment &amp; Onboarding</td>
<td>• Co-ordinate and work with managers to facilitate, end-to-end recruitment (internal and external campaigns) including revision of job descriptions, advertising, candidate application management, tracking, selection, onboarding and induction programs.</td>
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| OHS & Workcover | • Implement a range of appropriate and cost effective recruitment advertising activities to attract suitable candidates.  
• Effectively coordinate all documentation for new employees, ensuring they receive comprehensive new starter packs, contracts of employment including police and WWC checks promptly.  
• Facilitate new employee documents and administration to Payroll.  
• Co-ordinate the induction program for new staff.  
• Advise managers of current probation policies and procedures and co-ordinate reviews, providing advice where necessary on issues as raised.  
• Seek onboarding feedback from new employees and proactively assist with resolving any issues.  
• Develop and co-ordinate OHS activities to raise awareness including procedures, communication and consultation.  
• Create and maintain all OHS related forms, templates and guidelines.  
• Collect, record and report all Incidents/Injuries in ConnX  
• Assist with risk assessments and identifying and eliminating hazards to support us working safely.  
• In consultation with Centre Managers, co-ordinate and report the OHS Audits for all RAV locations.  
• Coordinate First Aid, Fire Warden, Contact Officer and related OHS training and maintain records.  
• Assist in the co-ordination and liaison, when required, relating to Workcover Claims and Return to Work activities. |
| Performance Management | • Administer the Performance Review Program and provide advice/support to managers and staff in relation to performance management, counselling, discipline (written warnings) and the grievance and dispute resolution process.  
• Ensure that all serious issues are escalated to and dealt with by managers and the SMHR.  
• Advise staff and managers on current processes, policies, forms etc. required for the Performance Management Program.  
• Provide advice to staff and managers regarding HR policies, procedures, guidelines and documentation.  
• Proactively develop, update and maintain HR correspondence, letters documentation, forms, templates etc. to ensure we implement and maintain best practice HR procedures and compliant records management.  
• Provide effective and timely HR advice and support to staff and managers in relation to HR issues/activities.  
• Co-ordination and administration of all HR forms, templates and standard letters required in HR.  
• Contribute to the development, implementation and communication of HR policies, procedures and forms and maintain these on RAVnet.  
• Prepare HR reports as and when required.  
• Keep abreast of current and emerging human resource and employee relations issues. |
| General HR Support | • Work together with Payroll and Finance team to streamline transactional HR activities and payroll and provide timely, accurate assistance and liaison as required.  
• Provide a high level of ongoing support to all staff in the use of all aspects of ConnX online HRIS/Payroll system.  
• Ensure all staff changes and terminations are documented and approved.  
• Coordinate the Flexible Leave arrangements, applications, communication, 
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• Contribute to the development, implementation and communication of HR policies, procedures and forms and maintain these on RAVnet.  
• Prepare HR reports as and when required.  
• Show initiative and attention to detail, discretion and confidentiality in relation to staff employment information and issues.  
• Keep abreast of current and emerging human resource and employee relations issues.  
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| HR & Payroll Administration | • Administer the Performance Review Program and provide advice/support to managers and staff in relation to performance management, counselling, discipline (written warnings) and the grievance and dispute resolution process.  
• Ensure that all serious issues are escalated to and dealt with by managers and the SMHR.  
• Advise staff and managers on current processes, policies, forms etc. required for the Performance Management Program.  
• Provide advice to staff and managers regarding HR policies, procedures, guidelines and documentation.  
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letters and recording system.
- Develop and utilise HR/Payroll reports to meet all HR staff requirements.
- Review, establish and maintain effective administrative, personnel filing and systems.

### Training & Development
- Assist in identifying and co-ordinating staff training requirements when required.
- Liaise with external training providers to facilitate cost effective, efficient delivery of training services when required.
- Manage the administration and recording of all training and professional development, records, RAVnet calendar etc.

### Continuous improvement
- Develop and maintain an understanding of RAV’s business operations, culture and strategic plans as these relate to HR.
- Build sustainable, professional relationships with stakeholders at various levels, encouraging and supporting workplace harmony.
- Contribute to new HR challenges, research, development and initiatives and continually strive for improvement.
- Under the direction of the SMHR, contribute to and assist with the development and implementation of HR projects, programs and reporting.
- Other duties, consistent with the level of appointment, as directed by the SMHR.

### REPORTING
**Line Communication:** The HR Assistant reports to the Senior Manager Human Resources
**Manages:** Nil
**Key internal liaison:** Senior Managers, Centre Managers, Finance / Payroll staff
**External Liaison:** Recruitment agencies, HR service providers, Worksafe, Fair Work Commission, Employee & Industrial Relations advisors, Employment Advertising Agencies, AIG Group, WGEA Team

**Note:** Reporting arrangements may change from time to time depending on business requirements.

### KEY PERFORMANCE INDICATORS
- Provision of timely and accurate HR advice and support to managers and employees.
- Responding to all employment related enquiries and applications within 24 hours of enquiry/application.
- Efficient processing and completion of all new employment checks, preferably prior to or within 1 week of employment of commencement.
- Maintenance of accurate and up to date data in ConnX and to Payroll at all times.
- Timely and accurate HR correspondence
- Positive feedback on HR service provision from internal and external stakeholders
- Prompt reporting of any difficulties or issues associated with the completion of duties.
- Compliance with all HR policies procedures and communication of same to managers, staff to effectively facilitate this across RAV
- Awareness of and compliance with internal and external employee and industrial relations instruments ie. RAV Agreements, Modern Awards, Worksafe standards and regulations

### FOCUS ON VALUES

At RAV the following values inform the work we do:

**Respect**
We respect diversity in its various personal, cultural and gender expressions. We advocate relationships free from judgement, blame and abuse.
Integrity
We promote justice and equity; endeavour to live our ethical standards consistently within our practice; and make our services as accessible as possible without discrimination or judgement.

Transparency
We promote open, safe, effective and honest communication at organisational and client levels.

Responsibility
We value the responsible use of resources – people, money, time and technology. All individuals and the organisation have rights, responsibilities and authority, which need to be clearly articulated and respected.

High Quality
We aim to provide high quality service and maintain the highest professional standards in all aspects of our work. As a part of this process, we foster self-reflection, creativity, innovation and improvement. Keeping an eye on the future, we energetically embrace positive change.

Enrichment and Celebration
We seek to enrich our lives and the lives of our clients. We celebrate contributions, achievements and courageous acts of change in relationships. All RAV employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours, which reflect these values.

KEY SELECTION CRITERIA
The recruiting panel will need to feel confident that the successful candidate will understand the organisational values, integrate the values into their work and demonstrate behaviours that reflect the values.

In addition, candidates are asked to respond to the following key selection criteria, preferably offering examples from previous roles.

Mandatory KSC:
- Tertiary qualifications in Human Resources and/or extensive experience in Human Resources in a similar capacity.
- Ability to provide advice, guidance and direction to managers and staff regarding policies, job descriptions, job evaluation process, induction, probation, remuneration, payroll, performance management, professional development, terminations, OH&S, EEO and industrial relations.
- Knowledge of HR legislation and regulations including (but not limited to) modern Awards (SCHADS), National Employment Standards, Fair Work Act, Workplace, Health and Safety Act and Regulations and practices used within HR.
- Previous experience managing end-to-end recruitment activities.
- Well-developed organisational and time management skills and the ability to proactively identify and meet expectations in a timely manner.
- Able to develop strong, professional relationships with all internal/external stakeholders
- Strong attention to detail skills with a focus on ensuring accurate preparation of documentation.
- Excellent written and verbal communication skills including the ability to prepare reports, policies and procedures and communicate these to all staff
- Ability to exercise discretion/confidentiality at all times and sensitive information appropriately.
- High level IT competency including the MS Office Suite and preferably HRIS systems experience.
- Is a model of the organisations Values, through own behaviour, demonstrating a commitment to RAV’s values and making a positive contribution to workplace harmony and co-operative team behaviour.
Highly Desirable KSC:

- High level of understanding and able to provide advice on RAV's Collective Agreements as they relate to Employment Legislation.
- Empathic listening skills and the capacity to identify issues and provide advice and guidance.
- Understanding and knowledge of the ConnX payroll system or a related HRIS.
- Able to show initiative and work independently as part of a small team environment.
- Capable of bringing a systematic and structured approach to HR functions and activities.
- Work respectfully and flexibly with cultural differences across the organisation.
- Keep abreast of current workplace gender equality legislation and changes.
- Highly motivated, enthusiastic and driven professional who can work towards long term HR goals, whilst effectively managing daily tasks.