

Human Resources Officer

LHI Retirement Services

Position Description

“Achieving Service Excellence by Valuing People”

The core value that underpins all that we do at LHI is “Valuing People within a Christian Environment”.

We embrace innovation and team work to ensure that the resident and consumer is always at the centre of all that we do.

We will continually strive for service excellence.

Our Vision

To provide a Christian environment in which to serve our community through leadership and excellence.

Our Mission

Care: To provide our aged community with quality care services regardless of circumstances.

Accommodation: To provide facilities that meet our aged community’s needs.

People: To value, respect and develop the contribution of all our aged community members.

Alliances: To build partnerships to facilitate the delivery of services to our aged community.

Community Service: To encourage, assist and develop programmes for the aged in our community

1. Position Title: Human Resource Officer

2. Classification: Annual Review

3. Reporting / Working relationships:

Reports to the General Manager Operations.

Directly responsible for:

- Nil

4. Position Objective:

The purpose of this position is to ensure LHI Retirement Services 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.

The Human Resources (HR) Officer is responsible for providing a range of HR operational support and services which help meet the business needs to employee’s and manager’s within LHI Retirement Services.

The Human Resources (HR) Officer is responsible for providing templates tools and resources to assist managers in Human Resource management including: preparing documents, reporting, assisting in the development of policies and procedures in a range of areas including HR systems.

The role includes, but is not limited to management support in the following areas: Payroll liaison, WHS/Workcover administration, performance review, employee recruitment and

induction, assisting with staff training and development and providing general advice in relation to Awards/ Enterprise Agreements and relevant legislation.

In addition, the HR Officer 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.

5. Key responsibilities / Duties:

- Recruitment and Onboarding
- Employee Performance and Development
- HR Administration
- General HR Support
- Training and Professional Development

Recruitment and Onboarding	<ul style="list-style-type: none"> • Co-ordinate and work with managers to facilitate, end-to-end recruitment including revision of job descriptions, advertising, candidate application management, tracking, selection, onboarding and induction programs. • 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 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 coordinate reviews, providing advice where necessary on issues as raised. • Seek onboarding feedback from new employees and proactively assist with resolving any issues.
Employee Performance and Development	<ul style="list-style-type: none"> • 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. • Advise staff and managers on current processes, policies, forms etc. required for the Performance Improvement Programs. • Obtain HR/IR legal advice in consultation with LHI senior management.
HR Administration	<ul style="list-style-type: none"> • Liaise with Payroll to streamline transactional HR activities and provide timely, accurate assistance as required. • Ensure all staff changes and terminations are documented and approved by the relevant manager. • Maintain the organisational Criminal History Check data base and monitor compliance.

General HR Support	<ul style="list-style-type: none"> • 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. • 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 industrial relations issues.
Training and development	<ul style="list-style-type: none"> • 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.

6. Person Specification:

Qualifications, experience, skills, knowledge required to fulfil the requirements of this position.

Essential Minimum Requirements:

(Those characteristics considered absolutely necessary)

Qualifications:

Skills / Experience / Knowledge:

- Tertiary qualifications in Human Resources
- 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, WHS, EEO and industrial relations
- Knowledge of HR legislation and regulations including (but not limited to) modern Awards, 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 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 handle sensitive information appropriately
- High level IT competency including the MS Office Suite and preferably HRIS systems experience
- The ability to relate to a broad range of people from diverse backgrounds
- Ability to be self directed and work autonomously
- Well developed interpersonal and communication skills – written and verbal
- Ability to work as part of a team and able to mentor and assist colleagues in ongoing personal and professional development
- Effective time management and problem-solving skills
- Proven ability to prioritise work, manage pressure and deal with competing demands effectively
- Committed to ongoing professional development
- Empathy with the Christian Philosophy of LHI
- Current national Criminal History check suitable for aged care, within the last 3 years