

Human Resources Officer

HelpingMinds – The Organisation

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

Role Snapshot

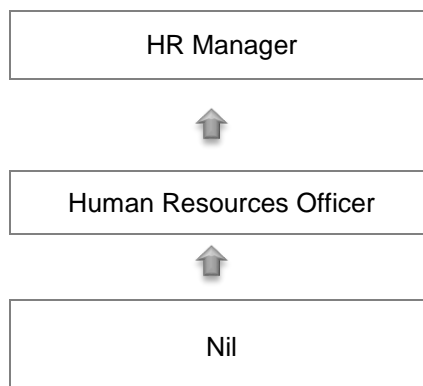


Guided by our HelpingMinds mission, purpose and values, this role is responsible for carrying out the various human resources functions required by the organisation, reporting to one manager but also supporting all staff more broadly, servicing requests that are made within reason.

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles reporting to this position:



Award/Agreement: HelpingMinds Staff Agreement 2016		Classification: 3	
Date of Issue: Sep 2019	Authorised by: Deputy CEO	Version: 3	Review Due: June 2020

Purpose

This position is primarily responsible for the human resource functions of the organisation working directly with the HR Manager and HR team to achieve the organisations objectives.

1. Key Responsibilities

- Provide advice and assistance to staff and management on employment standards and legislation such as HelpingMinds Staff Agreement, Industrial Relations, HR policies and procedures;
- Recruitment, selection and induction of new employees, volunteers and students including but not limited to;
 - Advertising of vacant positions, shortlisting, scheduling of interviews, preparation of interview questions and carrying out reference checks;
 - Ensure proper candidate care and professional communications with job candidates at all times, responding to queries and notifying those that have been unsuccessful
 - Preparation of employment contracts and relevant employment documentation, ensuring paperwork is sent out prior to commencement date;
 - Liaise with IT to ensure new starter IT permissions are in place prior to commencement date
 - Coordination of monthly organisational induction for new staff, students and volunteers including preparation of induction packs
 - Conduct safety induction and training fostering a culture of safety
- Ensure human resources records such as employment documentation, recruitment records, staff performance records and credentials are up to date and stored securely on both electronically and hard copy personnel files
- Coordinate probation and annual review process and provide management with advice about current best practice around conducting staff performance reviews
- Ensure that accurate job descriptions are in place with adequate staff access, provide advice and assistance with writing job descriptions as required
- Prepare termination documentation including acceptance letters, carry out exit interviews and liaise with IT to disable staff IT access
- Provide CEO with monthly turnover reports
- Advise management and line managers on the development and education of staff, and counsel staff on relevant development options.
- Liaise with training providers and conferences/events organisers to support staff education and training;
- Liaise with and advise employees and line managers on specific education/training programs for carers, volunteers, the sector and the community about carer issues;
- Conduct Staff Training Needs Analysis and validate it with HelpingMinds strategic objectives to determine staff training needs;
- Plan, develop, design, review, and implement best practice training and educational packages for staff, volunteers, carers, and others;
- Co-ordinate and schedule training and development and if necessary, modify objectives, methods and course deliverables to incorporate changes to improve learning outcomes;
- Evaluate training effectiveness and skills uptake for all participants and report on this;
- Liaise with the organisation's EAP provider to ensure quality of service for HelpingMinds Staff
- Continuous improvement of Human Resources policies, procedures and practices and;
- Take lead on HR projects and other duties as required.

2. Other

In addition to your role specific responsibilities, HelpingMinds expects Employee's will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Work and act within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act
 - Commonwealth and State Funding Agreements
 - Industrial Laws and Occupational Health and Safety Legislation,
 - The 2016 HelpingMinds Staff Agreement as well as current organisational Policies and Procedures.
- Work in accordance with your level 3 Employee Classification Definition according to the HelpingMinds 2016 Staff Agreement

SELECTION CRITERIA

Essential

Qualifications, Licences etc.

- Qualifications in a relevant human resources discipline and/or substantial demonstrated relevant experience
- National Police Clearance
- Proof of eligibility to work in Australia will be required

Knowledge, Skills & Abilities:

- 3+ years' experience in a human resources role which must include experience providing and dealing with employment relations/ industrial relations advice
- Demonstrated professional verbal and written communication skills with the ability to effectively engage and build rapport with applicants, management and staff at all levels
- Demonstrated capacity to promote and uphold HR initiatives and values including discretion and confidentiality;
- High level of proficiency regarding knowledge of Microsoft Office software
- Strong time management and organisational skills with excellent attention to detail
- Demonstrated positive and proactive approach with a commitment to working towards organisational growth and development
- Strong ability to work autonomously and within a team environment

Desirable

- Knowledge of mental illness and carers issues
- Experience in a not-for-profit organisation
- Current 'C' class Driver's Licence