

## JOB AND PERSON SPECIFICATION

### Position Summary

<b>Title Position</b>	HR & Admin Officer
<b>Classification Code</b>	Administrative Grade 4.1
<b>Type of Appointment</b>	Contract – 2 years from date of commencement
<b>FTE</b>	1.0 FTE
<b>Position Created</b>	2012
<b>Review Date</b>	Reviewed 2025, next review in 2026
<b>Responsible To</b>	Accountable to Admin Team Leader

### Performance Monitoring

The incumbent is required to participate in a regular 1:1 Super Yarn meeting between supervisor and supervisee, in order to meet organisational, professional and personal objectives. Commonly referred to as a Performance Development Review, Supervision Meeting, or Appraisal. This will include a review of employee's performance against the responsibilities, performance outcome measures associated with the position and demonstration of appropriate behaviours which reflect a commitment to the Nunyara Aboriginal Health Service Inc.

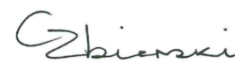
**Last PDR Date:**

**Next PDR Date:**

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>A South Australian Drivers Licence and willingness to drive</li> <li>Knowledge of HR processes such as recruitment, induction, and ability to interpret modern Awards</li> <li>Strong word processing skills and use of Microsoft Office suite</li> <li>Knowledge and use of the online HR/Payroll system Employment Hero</li> </ul>
<b>Special Conditions</b>	<ul style="list-style-type: none"> <li>Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work</li> <li>75 hours per fortnight</li> <li>The incumbent will be required to strictly observe the confidentiality of information received and given</li> <li>Successful applicant must be prepared to submit to a Police Security Check and any other checks as required</li> </ul>
<b>Award</b>	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020
<b>Salary</b>	Base Salary Administrative 4.1 - \$78,249.00Per Annum Full Time Equivalent

## JOB AND PERSON SPECIFICATION APPROVAL

<b>Date: October 2024</b>	<b>Reviewed Date: July 2025</b>
<b>Chairperson</b>	<b>CEO</b>
<b>Nunyara Aboriginal Health Service</b>	<b>Nunyara Aboriginal Health Service</b>

## POSITION INFORMATION DOCUMENT

### Level Characteristics

This position is classified at the Administrative-Grade 4.1 classification by virtue of the requirements to:

- a) Usually work under general direction within clear guidelines and established work practices and priorities, in functions which require the application of knowledge, skills and techniques appropriate to the work area. Work at this grade requires a sound knowledge of program, activity policy or service aspects of the work performed within a functional element, or a number of work areas. The Grade 4 position is the first grade where technical or professional qualifications may be required or desirable.
- b) Work is usually performed under general discretion and may cover a range of tasks associated with program activity or administrative support to senior officers. Tasks may include providing administrative support to staff within technical or professional structures. This may include the collection and analysis of data and information and the preparation of reports, publications, papers and submissions including findings and recommendations
- c) Positions at this level may have supervisory responsibilities over staff operating a wide range of equipment or understanding a variety of tasks in the area of responsibility
- d) It is desirable that staff at this grade have Aboriginal knowledge and cultural skills level 1

**Aboriginal and/or Torres Strait Islander knowledge and cultural skills—level 1** means:

- a) An understanding, awareness and sensitivity to Aboriginal and/or Torres Strait Islander culture and lore, kinship and skin relationships, local cultural values, the ability to conduct oneself in a culturally appropriate manner and an understanding that Aboriginal and/or Torres Strait Islander culture is not homogenous throughout Australia;
- b) Where relevant, a knowledge of one or more relevant Australian Aboriginal and/or Torres Strait Islander language groups;
- c) An ability to deliver or assist in the delivery of effective and appropriate services to an Aboriginal and/or Torres Strait Islander clientele through knowledge of the relevant Australian Aboriginal and/or Torres Strait Islander community, the ability to effectively communicate with Aboriginal and/or Torres Strait Islander people, and a knowledge of cultural conventions and appropriate behaviour;
- d) An awareness of the history and role of Aboriginal and/or Torres Strait Islander organisations in the relevant region, an understanding of the organisations and their goals and the environment in which the organisations operate;
- e) The ability to function effectively at work in an Aboriginal and/or Torres Strait Islander organisation; and
- f) An understanding and/or awareness of the concepts of Aboriginal and/or Torres Strait Islander self-determination and Aboriginal and/or Torres Strait Islander identity.

## Position Summary

The HR Officer is responsible to the Admin Team Leader of Nunyara for the provision of professional, confidential and comprehensive administrative and HR services, focussing on timely and accurate completion of tasks, excellent customer service and support for Nunyara staff.

## Position Characteristics

The HR & Admin Officer is responsible to work under limited direction from the Admin Team Leader and:

- Provide direction, support and advice to management and staff in all areas of HR and employment relation matters
- Maintain and improve systems to manage HR functions, including having a good understanding of Employment Hero or similar system
- Coordinate employee recruitment process, including advertising, interview process and assisting with development of J & Ps and contracts
- Induction of new staff and visiting contractors
- Maintain HR Files – manual files and online registers/ databases and spreadsheets
- Monitor staff training records and book new training as needed, ensure staff complete required training
- Facilitate Performance Development Review (PDR) process through Employment Hero, ensure staff complete PDR reviews as required
- Provide comprehensive HR & administrative support to staff
- Develop, review and maintain HR policies and procedures
- Work within a team environment
- Make recommendations to improve processes
- Participate in Quality Improvement activities

## Organisation

Supervisor reports to:	CEO
Supervisor's position:	Admin Team Leader
Subject's position:	HR & Admin Officer
Staff Supervised:	Ad hoc students, work placement students, Admin Support Officers

## Other positions within the Organisation

CEO	NDIS Support Workers
Practice Manager	Clinical Co-ordinator
Finance Co-ordinator	Aboriginal Health Practitioners
Reception and Admin Officers	Aboriginal Health Workers
Transport Officers	Chronic Care Coordinator
Admin Team Leader	Visiting Specialist and Patient Journey Coordinator
Registered Nurses and Midwives	General Practitioners
IT Support Officers	NDIS Support Workers
Support Co-ordinators	Visiting specialists & Health Professionals including:
<ul style="list-style-type: none"> <li>• Respiratory Nurse, Diabetes Educator, Dietician, Podiatrist, Optometrist, ENT, Audiology, Paediatrician, Physiotherapist, Psychologist, Speech Pathologist, Respiratory Physician, Occupational Therapist</li> </ul>	

## KEY PERFORMANCE INDICATORS

### Summary

The HR & Admin Officer will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the key tasks, and update and add to these indicators at regular intervals. The Key Performance Indicators are an integral element of measuring the achievements of the position and should be utilised as an ongoing tool in order to evaluate the position and service provided.

### Key responsibilities, outcomes and measures

RESPONSIBILITIES / KEY TASKS	ACTION	PERFORMANCE MEASURE / INDICATORS
Human Resources (HR)	Undertake a range of supportive HR functions	Induction of new staff members and ensuring all pre-employment checks are completed and required HR documentation collected
		Induction and orientation of all new GP's, Contractors and Third-Party contractors ensuring all pre-engagement checks are completed and required HR documentation collected
		Regularly monitor and update electronic or paper-based HR files and registers including staff payroll and personnel information in company accounting software
		Ensure all staff mandatory training and mandatory checks are undertaken or renewed when required – includes booking of training with external providers and management of company portals for police checks/DCSI clearances
		Regularly monitor and update all staff payroll and personnel information in company HR & Payroll software
		Facilitate the Performance Development Review (PDR) process to required schedule – assisting employee to complete paperwork, booking PDR with manager, and sitting in if required, ensure follow-up PDR tasks occur
		Oversee employee recruitment process – including assisting in creation of J & Ps, contracts, adverts – screening of candidates, assisting with interviews, and all associated follow-up paperwork

RESPONSIBILITIES / KEY TASKS	ACTION	PERFORMANCE MEASURE / INDICATORS
		Manage the Administration process associated with State/ National Government Apprenticeships and Traineeships system. Includes, keeping company registration up-to-date, liaison with Australian Apprenticeship provider/ training providers, regular meetings with trainee and managers to ensure logbooks are being signed off, logging on monetary claims for trainees/ apprentices
		Stay abreast of changes with National Awards and communicate changes to staff or management, regularly review employee contracts for accuracy, and ensure incremental increases occur
		Provide direction, support and advice to staff in all areas of HR and Employee Relation matters
		Organise and coordinate annual staff "Shut Down Week"
		Ensure all internal HR forms for Nunyara including induction checklists are kept up-to-date and to standard
		Develop, review and maintain HR policies and procedures, ensuring regular staff updates
		Maintain employee and training records
		Develop / facilitate training and development programs
		Support the management of disciplinary and grievance issues
		Review employment and working conditions to ensure legal compliance

RESPONSIBILITIES / KEY TASKS	ACTION	PERFORMANCE MEASURE / INDICATORS
<b>Provide Administrative Support</b>	Provide comprehensive administrative support across a range of administrative and reception functions	Administration duties as directed including creating quarterly PNIP hours for Practice Manager, assisting departments with client travel requests etc
		Maintain a high level of confidentiality in relation to information given and received
		Contribute to an effective and efficient records management system (filing)
		Approve and process requisition to order requests and produce Purchase Orders for these using accounting software
		Assist wider Admin Team with purchasing procedure including receiving and checking goods, updating inventory and asset register if required
		Organise quotes and maintenance requests as required
<b>Assets and Equipment Management</b>	Review current systems and implement improvements	Make recommendations and implement new systems to manage assets and equipment including provisions for maintenance
		Keep relevant maintenance registers up to date
<b>General</b>	Undertake general duties across all responsibilities / key tasks	Advise when work is outside of responsibility, scope or understanding
		Ensure duties are carried out in a timely and accurate manner
		Assist in the development and evaluation of policies and systems for improving processes
		Participate in a range of continuous quality improvement activities and update training and knowledge
		Contribute to keeping accurate record of Master and other Registers

## SCOPE OF WORK

1. Teamwork and communication:
  - Effective promotion of the role to other health professionals, clients and community
  - Promotion of other services offered by Nunyara
  - Maintain positive working relationships with other team members and visiting professionals
  - Contribute to various committees and meetings on an organisational level
  - Demonstrate the ability for problem solving and communicating with people from a diverse range of backgrounds
  - Delivery of culturally sensitive services for Aboriginal people through developing and maintaining close working relationships
  - Contribute to the development of team goals
  - Discuss and positively contribute to resolving conflict in the workplace
  - Must have a good understanding of and be proficient in written & spoken English
2. Documentation and administration:
  - Ensure that all documentation is accurate and completed in a professional and timely manner with regard to client privacy, security of client records and confidentiality
  - Maintain appropriate client records and observe principles of client confidentiality
  - Demonstrate an ability to identify & report all health & safety risks, accidents, injuries, property damage and mishaps at the workplace utilising appropriate procedures
  - Ensuring accurate time sheets are completed and submitted
  - Ensure work schedule is accurately maintained
  - Contribute to the development and maintenance of the policy and procedure manual for the position
  - Assist with the security of the building, namely: building security, case notes, vehicle keys, mobile phones, and public amenities
3. Quality improvement - Demonstrate commitment to continuous quality improvement through the following:
  - Contribute to the development of the Team by active participation in ongoing programs and quality improvement activities
  - Participation in appropriate educational opportunities to enhance the skills required for the position and completion of all required mandatory training
  - Participate in and contribute to occupational health safety & welfare activities to ensure a safe work environment for clients, staff and visitors
  - Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace

4. Personal and professional development

- Developing necessary knowledge and competencies through education / staff development / instruction, demonstrating appropriate progress requirements of education course(s).
- Practicing within own area of competence and qualification
- Developing and maintaining personal knowledge and competencies by participating in a range of performance appraisal and development activities
- Attend staff meetings and in-service programs
- Have an ability to work without direct supervision & to adopt a flexible approach to work routines
- Maintaining knowledge and skills relevant to the position through participation in and contribution to the facility staff development program. This includes attending mandatory training (i.e. First Aid Certificate, orientation to the organisation; OHS&W; basic life support; Manual Handling and fire training)
- Informing the Manager when tasks or responsibilities are outside competency.

5. Customer service:

Act in a professional manner at all times when dealing with internal & external clients and agencies by:

- Maintaining confidentiality and privacy at all times, whilst respecting the clients' values & wishes unless over-riden by mandatory reporting obligations
- Respecting the values and wishes of clients and encourage consumer participation in decisions that effect them
- Actively work to promote the organisation and colleagues in a positive manner at all times both internally and externally
- Promoting positive and harmonious relationships between clients, relatives and staff
- Promote services that are culturally appropriate to the consumer
- Being responsive to telephone inquiries which includes the identification of self and facility / department
- Be aware of and respecting the need of colleagues
- Maintain a courteous, efficient & effective customer service both in person and by telephone
- Contributing towards two way understanding of a need to balance Aboriginal cultural requirements & Health Service needs by acting as a cultural broker between Aboriginal people & other health staff

6. Participates as an effective member of the Nunyara team by:

- using and promoting effective communication and interpersonal skills
- Participating in team meetings, staff meetings, and other health service meetings and committees as required
- utilising appropriate resources effectively and efficiently
- Providing support to other staff members as requested
- Providing various client related tasks as appropriate and directed

**GENERAL**



Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- Complying with workplace policies and procedures
- Participating in all activities associated with the management of workplace health and safety including correctly utilising appropriate personal protective equipment and identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures
- Promoting awareness and compliance with Equal Employment Opportunity principles
- Regularly participate in personal performance development reviews
- Comply with the Principles of the Code of Fair Information Practice, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information
- Ensuring cultural sensitivity is maintained by attending and contributing to learning in diversity of cultural awareness and cross-cultural training, with a frequency to be determined as appropriate by the organisation
- All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management
- Contributing to the development and implementation of organisational strategic directions and action plans.

*This Position Description will be reviewed regularly, at least every 12 months, and when necessary during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.*

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**Acknowledge by Occupant:**

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**Date:**    /    /

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**Please print Name**

## SELECTION CRITERIA

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### Essential Minimum Requirements [including qualifications, skills, experience and knowledge]

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- A current driver's licence and willingness to drive
- Ability to maintain accurate records using Employment Hero, excel spreadsheets and paper-based filing
- Demonstrated knowledge of Work Health and Safety legislation, Equal Employment opportunity and Confidentiality in the workplace
- Experience in the use of Microsoft Office products, including Outlook, to prepare a range of reports, letters, memos and other documentation to support the work of management and staff and to effectively communicate with staff and stakeholders
- Experience with Employment Hero HR and Payroll or proven ability to learn and maintain electronic systems to a high standard
- Proven experience as HR officer, administrator or other HR position
- Excellent knowledge of HR functions including pay & benefits, recruitment, training & development, performance management, disciplinary processes
- Understanding of Fair Work, Modern Awards and other legislation and compliances
- Outstanding organisational and time-management abilities
- Excellent communication and interpersonal skills
- Problem-solving and decision-making aptitude
- Strong ethics and reliability
- Understanding and commitment to the concepts of local Aboriginal Community Control and a proven ability to work successfully in a sensitive and culturally respectful manner

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### Desirable Characteristics (to distinguish between applicants who have met all essential requirements)

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- HR or Business Administration qualifications
- Knowledge and commitment to continuous quality improvement, risk management, and accreditation principles
- An understanding of the role and function of the Nunyara Aboriginal Health Service Inc