

SECTION A: POSITION DETAILS	
Position Title:	Human Resources Coordinator
Remuneration:	Social, Community Home Care and Disability Services Award Level 6
Reports to:	Executive Manager People and Culture, through the Human Resources Manager
Organisation Profile	
<p>Richmond Fellowship Queensland (RFQ) is a well-respected not for profit company and leading provider of psychosocial mental health services, serving the Queensland community for 40 years.</p> <p>Richmond Fellowship was founded in Richmond, England, in 1959 and it became a worldwide mental health movement. RFQ is a member of the Richmond Fellowship Asia Pacific Forum and Richmond Fellowship Australia.</p> <p>RFQ builds on its traditional values and strong mission focus with our own progressive thinking, advanced research and best practice service delivery. The organisation provides a professional work environment with a commitment to the development of its leadership team and all staff. RFQ also provides an ethos where people find meaning in the higher purpose of serving the community.</p> <p>The organisation employs staff across multiple service sites in the wider metropolitan area, Caboolture, Redcliffe, Redlands, Logan, West Moreton, Darling Downs, Wide Bay, Gold Coast and Sunshine Coast. RFQ has multiple formal partnerships with Hospital and Health Services, Primary Health Networks and complementary partner organisations.</p> <p>Further information about RFQ can be found at: www.rfq.com.au</p>	
Purpose of the Position	
<p>The position coordinates and supports a range of human resources and other people and culture functions including attraction, recruitment, on-boarding, development, retention, separation of staff and other responsibilities within the people and culture unit. The position also supports initiatives to nurture a healthy and high performance staff culture and promotion of RFQ as an employer of choice.</p>	
Terms of Employment	
<p>RFQ is a party to the <i>Social, Community, Home Care and Disability Services Industry Award 2010 (Modern Award)</i>. The terms and conditions of employment are contained in the organisation’s Contract of Employment which reflects the Award.</p> <p>The position works normal business hours but may be expected to work outside these hours in the performance of the role commensurate with the remuneration and responsibilities of the role.</p> <p>Hours of work also reflect RFQ’s family friendly philosophy. Some travel may be required.</p> <p>This position is subject to a 6 month probationary period.</p>	
Reports and Accountability	
<p>This position is accountable to the EMPC (Executive Manager People and Culture), through the HR Manager for:</p> <ul style="list-style-type: none"> • achievement of organisational, program and position purposes and goals; 	

- implementation of position responsibilities;
- implementation of RFQs policies, operational requirements, work practices and service systems and strategies;
- achievement of high standards for professional practice and duty of care within the program; and
- use of the resources of the organisation as required by operational procedures or standards or directions, or where there are no specific guidelines or directions, to standards that would reasonably be expected to apply in the particular circumstances.

The HR Coordinator will have delegated financial expenditure and other authorities as required.

The position currently has no operational reports.

The EMPC and CEO will review with the HR Coordinator responsibilities and reporting arrangements to provide flexible and responsive arrangements in support of organisational needs, demands and priorities.

SECTION B: KEY RESPONSIBILITIES

- Support and foster a culture which values lived experience, promotes genuine and open relationships, conflict resolution, responsibility for self, mutual respect, personal growth, and other centeredness founded on values of empowerment, trust, compassion, resilience, diversity, integrity and lifelong learning
- Coordinate and implement tasks and activities required during the employee life-cycle including attraction, recruitment, on-boarding, development, retention and separation
- Support the implementation, monitoring and review of HR strategy and plans
- Administer Employment Contracts, including higher duties, increments, staff movements and staff queries
- Process staff criminal history screen applications and prohibition checks
- Facilitate CEO organisational inductions for all staff
- Contribute ideas and support initiatives to nurture a healthy and high performance staff culture and promotion of RFQ as an employer of choice
- Support the accessing of relevant information on award provisions
- Support staff with accessing, interpreting and implementing HR Policies and Procedures
- Support HR data collection and reporting activities including participation in industry benchmarking initiatives or surveys
- Demonstrate a commitment to and promotion of service excellence and continual improvement through the development, review and promotion of Policies and Procedures
- Conduct internal HR audits to ensure consistent high level of program performance
- Perform HR administrative duties with attention to detail and timeliness
- Manage staff records and databases with care, sensitivity and confidentiality
- Support corporate administration functions including but not limited to answering and responding to internal and external calls, greeting visitors, ordering stationary, consumables and catering, and supporting postal requirements
- Monitor, action and appropriately delegate responsibility for internal support requests from staff
- Support the Executive Assistant with preparation of Board materials as required

- Support a range of corporate duties by working collaboratively and efficiently with internal and external stakeholders
- Assist organisational change management initiatives and processes
- Lead and/or support significant organisational events and activities
- Provide confidential assistance to the CEO and handle all matters with care, sensitivity and confidentiality as required
- Perform special tasks as may be required from time to time within the overall responsibilities of the people and culture unit

SECTION C: KEY PERFORMANCE INDICATORS

Leadership: The CEO and delegate(s) are supported with the operational leadership of the company particularly the human resources functions

Accountability: The reporting and accountability requirements in this position description are met

Service Delivery: The responsibilities of the position are delivered and aligned with the strategic plan

Staff relationships: Professional relationships are developed and maintained within the team and throughout the organisation

External Relations: Professional relationships are developed and maintained with external stakeholders

Organisational Culture: The Vision and Strategy policy of the organisation is promoted and RFQ’s culture is fostered and values lived and role modelled in all relationships

SECTION D: SELECTION CRITERIA

Qualification:

- The position requires a bachelor degree in Human Resources or other relevant degree with substantial experience, or equivalent standard acquired through lesser qualification, considerable skills, and extensive experience.

Experience and Skills:

The successful applicant will have:

- proven experience coordinating/supporting tasks related to the employee lifecycle and other corporate support functions, with a high degree of professionalism, judgement, initiative, confidentiality, sensitivity and ethical values
- proven experience facilitating/presenting to staff
- sound experience researching and interpreting industrial instruments and Fair Work information
- ability to work autonomously, meet deadlines, establish work priorities and work as an efficient team member
- proven experience in developing and implementing project plans and event plans

- proven experience supporting organisational change management processes
- high level of oral and written communication and interpersonal skills
- highly proficient computing skills in the full range of Microsoft Office products and other associated recruitment / HR software

Attributes:

The successful applicant will:

- Be compassionate, ethical and objective
- Be highly organised and dedicated
- Have the ability to develop genuine and open relationships with a range of stakeholders
- Be flexible, with the ability to respond to changing requirements and timeliness
- Have the ability to work both autonomously and in a team environment
- Enthusiastically embrace the mission and values of the company

SECTION E: MANDATORY REQUIREMENTS FOR POSITION

- Minimum qualifications and experience are met according to the selection criteria
- Disclose any health condition of which the employer would need to be aware in fulfilling its duty of care to the employee
- Current drivers' licence and access to a registered roadworthy vehicle with either third party or comprehensive insurance cover
- Access to a smart phone suitable for work purposes
- Undergo criminal history screening and obtain and maintain a positive notice and Yellow Card pursuant to the Disability Services Act 2006 (Qld)

Authorised by Chief Executive Officer:

Date:



20 / 12 / 2018