



MUTKIN RESIDENTIAL AND COMMUNITY AGED CARE

POSITION DESCRIPTION

Position Title	Human Resource Officer
Location	Yarrabah
Employment Status	Full-Time
Position Reports To	Business Operations Manager
Positions Responsible For	N/A
Date of Approval	26/07/2024

Organisational Context / Environment

Mutkin is a Commonwealth subsidised and accredited aged care facility providing residential care, home and community care and disability services to elders and disabled citizens in the Yarrabah Community. Mutkin aims to provide high quality aged care services while acknowledging the cultural needs of our community and showing respect and care for our elders and disabled citizens.

The Role

The Human Resources Officer is responsible for delivering effective and compliant generalist human resources advisory and administration services to both internal and external stakeholders in accordance with relevant legislation, policies, organisational directives and work instructions. This position will be required to deliver high quality customer service, build strong working relationships across the organisation and positively promote the organisation at all times.

Key areas of responsibility include recruitment & selection, induction & onboarding, policies & procedures, employee relations advice, payroll and rostering management, HR data and records, training & development, and performance review coordination.

Duties and Responsibilities

1. Recruitment and Selection	- Effectively coordinate the advertisement of job vacancies, externally and internally where required and according to organisational policy. - Process and review employment applications to evaluate candidate qualifications and eligibility. - Co-ordinate interview schedules with shortlisted applicants and panel members. - Assist with the interview and selection processes as required alongside recruiting manager/s. - Conduct reference checks and coordinate post-offer medical assessments etc as required.
2. Position Descriptions	- Provide administrative support in preparing and updating position descriptions. - Ensure up-to-date Position Descriptions are provided to applicants & new employees.



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3. Complaints Management	- Coordinate incoming complaints including allocating the complaints to the appropriate department Manager for investigation and tracking resolution times. - Contribute to the development of tools and resources to support the investigation of complaints as part of core business activity.
4. Employee Relations	- Assist Management and Employees on Award related and industrial matters. - Provide secretarial support to Mutkin operational meetings as required.
5. Induction and onboarding	- Liaise with all internal stakeholders to ensure induction and onboarding procedures are followed. - Maintain up-to-date lists of staff items on loan. - Support the facilitation of staff inductions and onboarding.
6. Health and Safety	- Provide secretarial support to the Workplace Health and Safety Committee. - Provide administrative support to track and report progress on Workplace Management Plan. - Liaise with Managers, Employees, Doctors and Insurers regarding injury management of workers compensation requirements, including completion of wage reimbursement schedules as required.
7. Payroll Management	- In collaboration with the payroll Officer assist in Mutkin's payroll functions to ensure that taxation, superannuation, award, and HR legislations are achieved. - Assist in managing work rosters and timesheets.
8. Policies & Procedures	Provide Policy and Procedure advice & guidance to Managers & Employees.
9. HR Data, Records & Reports	- In collaboration with Payroll Officer prepare reports on current vacancies and annual and long service leave liabilities. - Record data for each employee, including such information as addresses, payroll information, leave applications, information relating to performance matters, and resignations/terminations. - Process, verify, and maintain confidential documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications. - Assist the management of staff personnel files. - Demonstrated ability to maintain confidentiality at all times.
10. Training and Development	- Assist with the coordination of Mutkin's training program schedules plan - Provide support to employees to undertake training and professional development programs
11. Performance Review System	Ensure timely distribution of performance review documentation for all employees is administered and conducted efficiently and



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	effectively • Ensure appropriate actions arising from performance reviews are followed up promptly. • Ensure alignment of corporate strategies and position descriptions
12. Employee Exit	• Conduct exit interviews and ensure accurate dates and reasons for terminations are recorded.
13. General HR duties	• Perform related duties as required and directed.
14. Communication	• High quality communication skills that result in effective communication with a broad range of people internal and external to Mutkin, including the proven ability to communicate human resource advice and concepts clearly. • Demonstrated interpersonal skills to facilitate interaction, cooperation and trust with relevant stakeholders to achieve desired outcomes and establish and maintain strong and productive working relationships. • Proven experience in enhancing processes and practices, and adding value to the teams and the organisation while working independently under direction and strict deadlines. • Assist in the progression of enhanced relationships with stakeholders including: clients, customers, Mutkin staff of programs and venues, through effective and innovative communication. • Facilitate meetings, workshops, focus groups and develop initiative mechanisms to communicate with and disseminate information to staff. • Support Services to Venues and Programs, using highly developed communication skills and available information technology resources.
15. Organisational Skills	• Ability to work under direction from the Business Operations Manager to achieve high quality results by taking a shared responsibility for setting priorities, organising workloads and meeting prescribed or self-imposed deadlines in a team environment. • High attention to detail and ability to prepare documentation in line with relevant situational requirements.
16. Qualifications	• Relevant Certificate IV level or equivalent qualification or demonstrated experience in a Human Resources field. • Demonstrated experience in leading process, planning and procedures in a Community Care, NDIS and Aged Care field. • Experience in writing policies and procedures • Experience in working with/ leading teams • Current Drivers Licence



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Please note that the responsibilities outlined in this position description are not exhaustive, and only an indication of the work of the role. Mutkin can direct you to carry out duties which it considers are within your level of skill, competence and training.

Key Internal Relationships

- Residents
- CEO
- Registered Nurse
- Kitchen Staff
- Operational Staff
- Personal Care Workers
- Finance
- Administration staff

Key External Relationships

- CHSP & HCP Community Client and Services
- CHSP & HCP Community Staff
- NDIS Clients and Service Staff
- Human Resources Consultants
- Doctors
- Payroll Consultants

Key Selection Criteria

1. Demonstrated experience in human resources administration or related discipline.
2. Demonstrated experience in payroll including a clear understanding of Awards and taxation legislation.
3. High quality communication skills that result in effective communication with a broad range of people internal and external to Mutkin, including the proven ability to communicate human resource advice and concepts clearly.
4. Demonstrated interpersonal skills to facilitate interaction, cooperation and trust with relevant stakeholders to achieve desired outcomes and establish and maintain strong and productive working relationships.
5. A demonstrated knowledge and understanding of Workplace Agreements, Common Law Contracts and Legislation including but not limited to the Fair Work Act 2009 and Equal Opportunity Act 1984.
6. Ability to work under direction from the Business Operations Manager to achieve high quality results by taking a shared responsibility for setting priorities, organising workloads and meeting prescribed or self-imposed deadlines in a team environment;



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7. High attention to detail and ability to prepare documentation in line with relevant situational requirements.
8. Demonstrated ability to maintain confidentiality at all times.
9. Proven experience in enhancing processes and practices, and adding value to the teams and the organisation while working independently under direction and strict deadlines.

Additional Factors

- Current 'C' Class Open Class Driver's Licence valid in Queensland.
- Current First Aid and CPR Certificate.
- Criminal History Check.
- NDIS Worker Screening Check.

Delegations

n/a