

## POSITION DESCRIPTION

### HR Advisor

Division:	Corporate
Department:	Human Resources
Job Profile:	CS7
Classification or Salary Band:	AO Band B
Reports To:	Senior Manager – HR Operations

### About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people's right to both choice and self-determination. We have a passion to make an impact on people's lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

### Our Values



#### INCLUSION

We **embrace, encourage** and support **diversity** in everything we do



#### LEAD

We are a sector and service leader by **innovating, improving, and partnering** with others



#### COURAGE

We **act** on our **values** ensuring they are central to everything we do



#### RESPECT

We treat our participants, their families, communities, partners and each other with **dignity, appreciation, and recognition**



#### TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness**

## Primary Purpose

The HR Advisor will collaborate with senior HR professionals to deliver accurate and timely HR advice, support and guidance to managers and staff. You will develop technical and professional skills and knowledge across a broad range of HR and people management policies, practices. You will be supported to develop expertise in designated areas of the business and participate in projects.

## Key Accountabilities

### Organisation/Sector Knowledge

- Develop and maintain the following:
  - general knowledge on organisation-wide strategies, initiatives, programs and services.
  - knowledge on organisation-wide structure and reporting lines and the inter-relationships across the different entities and divisions.
  - generic and up-to-date sectors knowledge in not-for profit, disability, community and employment services.
  - in-depth and up-to-date knowledge of HR policies, procedures and processes and other relevant Ability Options policies and procedures.
  - in-depth and up-to-date knowledge of HR systems, such as e-recruitment, learning management and HRIS, and other relevant enterprise systems.
  - in-depth and up to date knowledge and interpretation of relevant industrial instruments and legislations, e.g. modern awards, copied states awards, *Fair Work Act 2009*, Long Service Leave Act etc.
  - knowledge on human resources trends, best practices and case laws.

### Service Delivery

- Ability to:
  - provide accurate and timely support, advice and guidance to front line managers in a range of employee relations matters, such as performance management, performance review, grievance and disciplinary.
  - provide advice to line managers regarding awards, legislations, policies, procedures and practices.
  - develop skills to support HR Business Partners with a range of people management reviews and assist in investigations
  - provide support and assistance in recruitment and talent management strategies, including attraction and retention.
  - research issues and develop recommendations on a range of people management issues.
- Assist in coordination and delivery of employee learning and development activities.
- Participate and actively involved in HR projects and initiatives.
- Undertake activities and carry out responsibilities in assigned portfolios, e.g. Diversity & Inclusion, Staff Benefits
- Provide support to HRBPs in relation to preparation of documents in such matters as parental leave, fitness for work, statements of service, disciplinary actions and other relevant matters that may arise.
- Assist in the management of worker's compensation claims including liaising with insurer, rehabilitation providers and employees, ensuring compliance with legal requirements and organisation policies.

### Communication and Relationships

- Able to develop and maintain effective working relationships with relevant stakeholders – internal and external
- Demonstrate skills to communicate responsively and effectively in writing or verbally with internal and external stakeholders.
- Develop relevant networks to promote Ability Options as an Employer of Choice through expos, social media and networking events.
- Attend HR team meetings or other relevant stakeholder meetings to build rapport and relationships with other parts of the business.

### Quality and Compliance

- Maintain relevant knowledge in quality systems and standards (e.g. audit requirements, NDIS Quality Safeguard).
- Maintain knowledge of mandatory reporting requirements (e.g. child protection, working with children).
- Observe and adhere to Work Health and Safety principles.
- Actively reviewing business processes to ensure it effectiveness and meets the needs of the business.
- Involve and participate in policy and procedure review process.

### Financial Sustainability

- Conduct all activities in a cost-effective manner.

### Position Dimensions

This role reports to the Senior Manager – HR Operations with no direct reports. This role works closely with the HR BPs in a support capacity.

### Key Relationships

- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| • HR and Payroll team colleagues  | • Senior Managers                    |
| • Executives and General Managers | • Practice Managers and Team Leaders |

### ESSENTIAL CRITERIA

- Demonstrated experience in Human Resources/HR administration, ideally coupled with a relevant tertiary qualification.
- General understanding of human resources organisational policies and practices
- Relationship management and highly service orientated
- Excellent communication skills – well-developed listening skills
- Demonstrates ability to problem solve and develop research skills
- Basic knowledge of current employment legislation and workers compensation
- Demonstrated ability with Microsoft Excel, Outlook, Word, PowerPoint
- Technology savvy and experience using e-recruitment, learning management systems and HRIS
- Excellent attention to detail

To be suitable and successful in this role you will need to be able to demonstrate the following attributes:

- Team focussed
- Excellent communication skills – active listener
- Flexible and adaptable
- Resilient
- Committed to continuous improvement
- Transparent and honest
- Reliable

#### DESIRABLE CRITERIA

Experience in the disability sector.

Certified Return to Work Coordinator

#### COMPLIANCE REQUIREMENTS

DOCUMENT	REQUIRED	OTHER RELEVANT INFORMATION
NDIS Worker Check	Choose an item.	
Police Check	Choose an item.	
Working With Children Check (NSW)	Choose an item.	
First Aid Certificate (min. HLTAID011)	Choose an item.	
CPR Certificate (min. HLTAID009)	Choose an item.	
Driver Licence (NSW – minimum P2)	Choose an item.	
Motor Vehicle Registration Documents	Choose an item.	
Comprehensively Insured Vehicle	Choose an item.	
Professional Qualification	Choose an item.	If yes, please specify:

#### SIGN OFF

Employee Name:

Signature:

Date:

#### VERSION CONTROL

PD DEVELOPED BY: Kelly Kean – Senior Manager HR Operations

PD APPROVED BY: Ian Fuller – Chief Human Resources Officer

REVIEWED BY HR: Kelly Kean - Senior Manager HR Operations

PD EFFECTIVE DATE: June 2024