

POSITION DESCRIPTION

HR and WHS Advisor

Division:	Corporate
Department:	Human Resources
Job Profile:	CS7
Classification or Salary Band:	AO Band 1
Reports To:	Senior Manager – People Services

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 and WHS 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, Workplace Health and Safety, Workers Compensation, 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 Workers Compensation Legislation, Return to Work requirements and related Ability Options policies, procedures and processes.
 - In-depth and up-to-date knowledge of Work Health & Safety legislation and SafeWork requirements including related Ability Options policies, procedures and processes.
 - 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 people leaders in the organisation on a range of Workers Compensation and WHS related matters including claims management, return to work, WHS incidents and hazard identification and SafeWork notifications.
 - as required, provide accurate and timely support, advice and guidance to front line managers in a range of other employee relations matters, such as performance management, performance review, grievance and disciplinary.
 - as required, 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
 - research issues and develop recommendations on a range of people management issues.
- Participate and actively involved in HR projects and initiatives.
- 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.
- 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).
- Maintain knowledge of Workers Compensation legislation.
- Maintain knowledge of and 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 – People Services with no direct reports. This role works closely with the HR BPs in a support capacity.

Key Relationships

- | | |
|---|--|
| <ul style="list-style-type: none">• HR and Payroll team colleagues | <ul style="list-style-type: none">• Senior Managers |
| <ul style="list-style-type: none">• Executives and General Managers | <ul style="list-style-type: none">• Practice Managers and Team Leaders• WHS Representatives and Committee members• Injured workers• External stakeholders |

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
- Intermediate knowledge and understanding of WHS risk and hazard management
- Demonstrated ability with Microsoft Excel, Outlook, Word, PowerPoint
- Technology savvy and experience using e-recruitment, learning management systems and HRIS
- Excellent attention to detail

- Certificate IV in Work Health and Safety (or equivalent), or a commitment to undertake and complete the qualification within a timeframe determined by Manager.
- Return to Work Coordinator certification

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.

COMPLIANCE REQUIREMENTS

DOCUMENT	REQUIRED	OTHER RELEVANT INFORMATION
NDIS Worker Check	No	
Police Check	Yes	
Working With Children Check (NSW)	No	
First Aid Certificate (min. HLTAID011)	No	
CPR Certificate (min. HLTAID009)	No	
Driver Licence (NSW – minimum P2)	No	
Motor Vehicle Registration Documents	No	
Comprehensively Insured Vehicle	No	
Professional Qualification	No	If yes, please specify:

SIGN OFF

Employee Name:

Signature:

Date:

VERSION CONTROL

PD DEVELOPED BY:

Adrienne Morris – General Manager – Quality Assurance

PD APPROVED BY:	Michelle Hodge - Chief Quality, Practice & Assurance Officer
REVIEWED BY HR:	Barinder Jandu – Manager - Talent Acquisition
PD EFFECTIVE DATE:	June 2026