

Position Description

POSITION DETAILS			
Position Title	People & Culture / International Workforce & Welfare Officer		
Reports to	International Workforce and Welfare Lead		
Indirectly Reports to (dot line)	People & Culture Lead – Central Australia/APY		
Business Function	People and Culture	Salary Grade	Common Law Contract
Direct Reports	0	Band / Level	Salary Band Level 4
Indirect Reports	0	Location	Alice Springs NT

REPORTING RELATIONSHIPS	
Internal Key Relationships	People and Culture Team Operational and Front-Line Leaders Executive Leadership Group General Staff of ARRCs International Workforce including Visa Pathway Participants
External Key Relationships	Employee Representatives – e.g Eziway Representatives & Stakeholders in association with PALM Living Well - Indonesian Workforce Team

OUR ORGANISATION
Australian Regional and Remote Community Services began in July 2014. ARRCs aspires to improve the quality of life for older people living in regional and remote areas of Australia. We currently provide support to people across the Northern Territory and South Australia through Residential Aged Care and Home Care Services. We take a holistic approach to our work and hold a deep respect for Aboriginal & Torres Strait Islander Cultures and Elders, which remain at the core of all that we do.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness, and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE
The People & Culture / International Workforce & Welfare Officer provides welfare and administrative support to ARRCs international workforce participants across the Northern Territory and South Australia, including but not limited to employees sponsored under the Subclass 482 Visa Program and the Subclass 403 Pacific Australia Labour Mobility (PALM) Scheme. The role delivers high-quality administrative, compliance, onboarding, and employee support services that contribute to a positive experience for prospective, new, and existing ARRCs employees.

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The role is responsible for coordinating and facilitating ARRCs orientation programs and ensuring the effective onboarding and compliance of new starters across the Central Australia region. It is expected that the role will primarily focus on international workforce support while providing broader People & Culture operational support as required to meet organisational and Central Australia workforce needs.

KEY RESPONSIBILITIES

International Workforce and Welfare

- Assist to provide operational support and guidance to the international employee cohorts within ARRCs by;
 - Providing culturally sensitive support.
 - Identifying and responding to welfare concerns and referring sensitive matters to the IWW Lead
 - Empowering workers to access medical care and provide support to doctors/hospitals appointments for routine appointments and during emergencies
 - Document issues or grievances, provide support and referring to Workforce relations lead as required
 - Review and document incidents in ARRCs systems and external systems as required (DEWRs PALMIS System)
 - Arranging and supporting recreational trips for the international workforce. This may include evening and weekend commitments.
 - Provide settlement support and advice to international workers to assist with their integration into life and work in Australia
- Provide the welfare and wellbeing support whilst also maintaining discretionary distance from personal affairs as appropriate. This includes the coordination of structured and formalised welfare checks and reviews in accordance with Department of Workplace Relations (DEWR) requirements.
- Ensure performance management and/or disciplinary matters for participants are referred to and managed by the Service Manager and/or Workforce Relations Lead.
- Assist with coordinating events or visits with PALM and International Program Stakeholders – Country Liaison Officers (CLOs), Family Liaison Officers (FLOs), Unions, FWO, and the relevant local Multicultural, Faith and Community Groups.
- Assist with communicating with external agencies to coordinate Site Welfare and compliance visits from relevant agencies.
- Assist with conducting and documenting Fortnightly Worker Meetings – both face to face and remotely, to check on worker wellbeing, share information, ensure workers understand key services (Health Services and Health Insurance)
- Assist the International Welfare and Workforce Lead in international recruitment administration duties.
- Assist the International Welfare and Workforce Lead in the planning and logistics for travel, group mobilisation.
- Travel to ARRCs sites across NT and SA to provide face to face welfare support (may involve overnight stays).
- Other duties, as directed by the International Workforce & Welfare Lead, People and Culture Lead or other senior staff members

People and Culture – Operations

- Lead the online delivery of the prepared People and Culture requirement of ARRCs fortnightly Orientation program for new starters both international and general across NT and SA. In addition, coordinate the invitations, RSVP's and record the appropriate attendance of new starters to orientation.
- Support the new starter, onboarding and induction process for ARRCs new staff ensuring they meet mandatory compliance requirements, and that their system and payroll requirements are completed professionally and reflect positively on the organisation.

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- Ensure participants payroll records and staff files are accurately maintained and updated when completing relevant courses and training using the relevant HR Database, Applications and Files including Kronos, Aurion, Martian Logic and Employee File Manager
- Provide exceptional customer service to staff by providing prompt and accurate advice to People and Culture queries.
- Provide administrative support and reporting across the employment life cycle for all ARRCS.
- Support coordination of the training room booking calendars, attendance, venue hire, facilitators, catering requirements when required for People & Culture and International Workforce events.
- Be aware of legislative, industrial, departmental and agency requirements and changes.

Personal Accountability

- Compliance with ARRCS's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCS employees and external stakeholders in accordance with ARRCS's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

SELECTION CRITERIA

Key skills and experience that the applicant needs to qualify for the role:

Qualifications – Desired

- Certificate / Diploma in Human Resources, Business, or related discipline.

Experience

- Exceptional communication skills with the ability to work with a broad range of people from a variety of backgrounds and experiences and excellent communication skills and a high level of attention to detail.
- Strong inter-personal skills and exposure to work as Social Worker/Counsellor would be an advantage.
- Experience with employment programs and/or multicultural work groups in a service-based industry (Hospitality / Health / Retail etc)
- Demonstrated prior experience working in a senior administrative or human resource environment. With preference to hands on knowledge of onboarding and orientation, compliance and document control.
- Ability to read and interpret an organisations Enterprise Agreement and to utilise HR resources such as Fair Work Australia or the Australian Ombudsman to support in providing advice and guidance to managers within ARRCS.
- Strong and confident interpersonal skills to liaise and build relationships with internal stakeholders at all levels across the company.
- Strong organisational skills and the ability to multitask and prioritise delegated tasks.

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- Ability to implement and maintain confidential employee records. This includes documentation of compliance requirements, performance reviews and other checks and documented activities.
- Advanced computer skills and confidence in adapting to new software programs efficiently. Prior experience working with HRIS systems previous is advantageous.

Mandatory Requirements

- NDIS Worker Screening Check – Lodged or dated prior to commencement.
- Current year Influenza Vaccination.
- National Police Check – Lodged or dated within 3-months of commencement.
- NT Driver's License.
- Identification to satisfy requirements for senior Federal clearances such as myGOV and myID.

Duty Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your manager or ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.