



Durri Aboriginal Corporation Medical Service

ABN 52 730 046 875 ICN 27

Phone: (02) 6560 2300

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15 – 19 York Lane

(PO Box 136)

Kempsey NSW 2440

With Compliments

Position Application Package

Position Name: Human Resource Coordinator - Kempsey

Position No (If applicable): N/A

Contact Name: Sue Edwards or Kayla Bennett

Telephone: Sue - (02) 65602306 or Kayla - (02) 65602313

General Conditions of Employment

Position:	Human Resource Coordinator
Position No (If applicable):	N/A
Award:	ACCHS Award 2010
Classification:	Administrative Grade 6 – Level: 1 to 5
Salary Range:	\$79,948.96 pa to \$88,920.00 pa
Award entitlements:	Uniform Allowance
For Identified positions:	Pursuant to Section 14 of the Anti-Discrimination Act 1977 (NSW) Australian Aboriginality is a genuine occupational qualification for this position
Benefits:	9.5% superannuation; salary sacrifice; training and development; employee assistance program; uniform supplied by employer
Employment clearances:	Selection criteria - see attached
Application:	Email to: hr@durri.org.au
Or post marked confidential to:	Application Human Resources Durri Aboriginal Corporation Medical Service PO Box 136 KEMPSEY NSW 2440
Closing Date:	Monday 28 May 2018 at 5.00 pm

Information for Applicants

Thank-you for enquiring about a position advertised by Durri Aboriginal Corporation Medical Service. Durri is an equal opportunity employer and applies merit based selection techniques.

For nearly 40 years, Durri Aboriginal Corporation Medical Service has provided essential and culturally appropriate health care to Aboriginal people located in Kempsey, Nambucca Heads and its surrounding communities.

The following links showcase the regions around the organisation:

<http://macleayvalleycoast.com.au/>

<http://www.nambuccatourism.com.au/>

Please read the following information carefully, as it will help you to understand the selection process and to prepare your application.

Selection is based on the assessment of each applicant in relation to the requirements of the job identified in the Position Description for the advertised vacancy as well as being a team player with developed interpersonal skills and having the ability to work in an open, friendly and professional environment.

The selection criteria consists of skills, knowledge and abilities required to successfully undertake the position as detailed in the position description.

The first stage of the selection process is based on your written application. The applicants who Durri considers best demonstrate their capacity to meet the criteria will be short-listed for interview.

Your application represents you, therefore it is vital that it is well organised and provides all the required information. The following is a guide to assist you in preparing your application. The application should consist of five parts:

1. Completed position application form - see page 5.

2. Covering letter

A covering letter not exceeding one page is required.

3. Resume

Your resume should provide details on your education qualifications, work history, special skills or qualifications, training details and referees, plus any other information which may assist your claim for the position you seek. Be clear and informative. Include names, position titles, addresses and telephone numbers of two (2) referees (current addresses and telephone contact numbers).

4. Selection criteria - see page 11.

Each statement should concisely and adequately illustrate how you meet the criteria. Try to provide evidence of your work with examples. You can also include transferable knowledge, skills or ability in areas relevant to the requirements of the job, which you have developed outside the workplace as evidence of your capability to meet the selection criteria.

Give complete and relevant information. Your application is a tool to sell your skills and abilities and is the first stage of the selection process. It should be well presented and supply as much detail as necessary to fully explain your capabilities and experience.

Do not simply state that you meet the requirements of the job. Give examples which demonstrate how you meet each criteria.

If you do not address each selection criteria your application will not be considered.

5. Supporting information

Send supporting information with your Position Application form with evidence of your qualifications that you have included on your resume; referee names with current address and telephone numbers; current police check; working with children check and confirmation of Aboriginality for identified positions.

Late Applications

Late applications will not be considered for interviews.

Interview

Should you be invited to attend an interview, it is important that you plan and prepare adequately. In some instances, telephone interviews can be arranged depending on circumstances.

The interview provides us the opportunity to confirm your qualification, knowledge, experience and personal qualities against the needs of the position. It also provides you the opportunity to find out more about the position.

All interviews are conducted by a Selection Panel. The Selection Panel will ask you a number of questions to determine how well you meet the requirements of the job.

Bring any documents or examples of your work that you consider may assist with your application.

You will be notified of the results of your application.

Reference Check

Reference checks are used to supplement the final decision and may be conducted prior to, or after the interview.

Referees may be asked to provide information on your past employment and work performance, relevant to the requirements of the job.

Should you have any objection to this action, your concerns should be raised with the Selection Panel so that alternative arrangements can be made.

Application Form

Full Name:

Address:

Email Address:

Contact Numbers:

Drivers Licence:
 Yes No

Drivers Licence Class:

Drivers Licence expiry date:

Do you identify as Aboriginal or Torres Strait Islander?
 Yes No

Do you identify as having a disability?
 Yes No

Are you an Australian citizen or permanent resident?
 Yes No

Do you have Working with Children check number? If Yes provide WWCC No:
 Yes No

Do you have a current Police check? If Yes provide date:
 Yes No

Do you have evidence of Vaccinations?
 Yes No

Have you provided evidence of your Qualifications?
 Yes No

Where did you see this position advertised?

Referees	Referee 1	Referee 2
Name:		
Title:		
Organisation:		
Contact Details:		
Email Address:		

Position Description

Position Title: Human Resources Coordinator	Business Unit: Corporate Services										
Reports To: Chief Executive Officer	Direct Reports To: Chief Operations Officer										
Primary Objective:											
<p>This position provides high level support to the Chief Operations Officer across a broad range of HR functions. Reporting directly to the COO, the position is responsible for ensuring that human resources systems and practices support the functionality of the organisation in achieving business and strategic objectives.</p> <p>The key objectives of the role include to:</p> <ol style="list-style-type: none"> i. Achieving HR deliverables in line with operational plans and budget requirements; ii. Coordinating and preparation of all HR documentation, including contracts, letters and other forms of communication in a timely manner; iii. Write, maintain and review procedures in accordance with organisation directives and review policies; iv. Managing recruitment practices in line with best practice standards and legislative requirements; v. Manage a range of programs that support the Health and safety of the workforce, Return to Work and Workcover programs for the organisation. 											
Position Dimension & Decision Making Authority:	Key Communication Contacts:										
<p>Without referral to manager –</p> <ul style="list-style-type: none"> • Routine staff recruitment and management matters <p>After Consultation with manager or others –</p> <ul style="list-style-type: none"> • Management of performance and employee relations matters • Operational expenditure • Serious industrial risks <p>Referred to managers or others –</p> <ul style="list-style-type: none"> • Capital expenditure • Strategic direction • Budget setting 	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">Contact/Organisation</th> <th style="text-align: left; border-bottom: 1px solid black;">Purpose/Frequency of Contact</th> </tr> </thead> <tbody> <tr> <td>Chief Executive Officer</td> <td>As requested</td> </tr> <tr> <td>Chief Operations Officer</td> <td>Daily – Accountable for all position deliverables</td> </tr> <tr> <td>All Senior and Line Management Staff</td> <td>As needed - Ensure quality services and advice from the HR team</td> </tr> <tr> <td>All staff</td> <td>As needed – Support where Line Management may be unable to support</td> </tr> </tbody> </table>	Contact/Organisation	Purpose/Frequency of Contact	Chief Executive Officer	As requested	Chief Operations Officer	Daily – Accountable for all position deliverables	All Senior and Line Management Staff	As needed - Ensure quality services and advice from the HR team	All staff	As needed – Support where Line Management may be unable to support
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Key Accountabilities		
Key Result Area	Major Activities	Performance Measures:
1. Strategic Plan and Direction	<ul style="list-style-type: none"> Contribute to the development and implementation of the Strategic Plan to ensure the achievement of the company strategic direction and goals. Ensure HR and WHS practices are in line with legislative compliance Establish WHS register, coordinate the recording of workplace accidents and incidents and ensure follow up actions are monitored, liaise with WHS committee on all matters Contribute to and coordinate any activities relating to the formulation of industrial instruments such as EBA's 	<ul style="list-style-type: none"> Quality of Human Resources initiatives within the Strategic Plan Achievement of Strategic Objectives within the Human Resources Function WHS register established and functioning
2. Leadership and People Management	<ul style="list-style-type: none"> Provide an effective Human Resource support function for each business unit Provide specialist knowledge in workforce matters such as responding to adverse incidents, workplace grievances, and preparation of risk assessment reports Monitor staff compliance with relevant FWA, EEO, WHS legislation and draft recommendations for resolution of issues identified Manage a range of programs to support the workforce including Employee Assistance Program, WHS and Return to Work Coordinate all aspects of recruitment and selection processes including participation on selection panels as required Preparation of draft papers for submission to the CEO and SMT on emerging Industrial Relations, Risk Management, Workplace Policy, Employee Health and Safety matters Provide HR support and advice across the organisation escalating high level issues to the COO or as otherwise dictated by Durri policy Develop and/or Coordinate initiatives aimed at increasing the number of Aboriginal staff with qualifications to facilitate robust Aboriginal representation across all levels of the organisation and in support of succession planning initiatives 	<ul style="list-style-type: none"> Report HR metrics data, such as retention, unexplained absences etc Staff Surveys Client surveys Effective resolution of workplace disputes and grievances Training programs (including mandatory) developed/coordinated, implemented and attendance registered Performance Review cycle implemented and maintained Quality improvement initiatives actioned and recorded Succession plan developed and endorsed

	<ul style="list-style-type: none"> • Coordinate training and development activities and work collaboratively to support indigenous leadership, career development and organisation capacity building • Source funding for workforce training and trainee initiatives • Implement a system of continuous quality review of HR practices – development of consistent processes, systems, practices 	
3. Customer Service	<ul style="list-style-type: none"> • Provide advice and services to managers and staff on recruitment processes, employment and personnel conditions, policies, procedures, awards and relevant legislation • Assist senior and line Managers in developing PD's and KPI's to ensure consistency across the Organisation • Support Managers to review work roles, classifications and remuneration consistent with changing funding and legislative environments • Manage enquiries regarding recruitment, related employment matters, learning and development programs and other administrative functions. • Lead the development and implementation of key performance indicators for the Human Resources function to ensure that standards are measured and achieved. • Identify opportunities for improvement in Human Resources activities and develop initiatives to address these areas for improvement. • Support the development of programs to ensure cultural competency in all staff • Coordinate employee satisfaction surveys, employee communication initiatives and other related HR projects • Foster an engaged and positive employee culture enhancing workforce competency and engagement 	<ul style="list-style-type: none"> • Introduction of key performance indicators • Staff surveys • PD's and LOOs consistent across the Organisation • Annual Performance Review Cycle is undertaken with all employees • Cultural competency programs are introduced for all
4. Budgetary/Financial	<ul style="list-style-type: none"> • In consultation with the COO, implement and monitor the Human Resources budget, to ensure achievement of strategic objectives while maintaining effective cost controls • Assist with the development of the annual budget 	<ul style="list-style-type: none"> • Achievement of budget requirements • All staff have signed current LOO's • All visiting providers have current Contracts • Staff training program within budget

	<ul style="list-style-type: none"> • Ensure that remuneration complies with relevant industrial awards and position descriptions. • Ensure that all staff have current employment contracts • Ensure that all visiting providers (specialists, allied health staff) have current contracts 	
5. Reports and Statistics	<ul style="list-style-type: none"> • Provide statistical and other reports to meet organisational and statutory requirements including analysis, reporting of results and supporting recommendations • Maintain recruitment, human resources and other project information systems and related databases including data entry and standard management reporting • Coordination of input for annual reports • Provide regular reports to the CEO and SMT on workforce issues 	<ul style="list-style-type: none"> • Accuracy and timeliness of qualitative reports • Accuracy and timeliness of statistical reports • Accuracy and timeliness of new staff information input into the EXO database
6. Policy and Procedure Development	<ul style="list-style-type: none"> • Develop and research Human Resources policies and procedures to ensure that the functions are demonstrating consistent practices nationally and are in line with strategic objectives. • Compliance with and understanding of EEO, Discrimination, Bullying and Harassment legislation 	<ul style="list-style-type: none"> • Development of systems to provide consistent and high standards of compliance with policies and best practice
7. Compliance	<ul style="list-style-type: none"> • Remain up to date and comply with all relevant legislation and regulatory standards • Ensure all staff are compliant with HR and Industrial relations requirements • Ensure continuous HR Auditing procedures are implemented to ensure Audit readiness at all times • Update First Aid Certificate, CPR, WP Bullying Prevention Training participation in staff immunisation program and other mandatory training as required 	<ul style="list-style-type: none"> • HR Audits are conducted at regular intervals throughout the calendar year • Staff are reminded to bring in updated registrations, licences and insurances • Compliance is achieved during external audits of HR • Participation in Mandatory training recorded

Key Challenges:	Person Specification:
<ul style="list-style-type: none"> • Development and implementation of key performance indicators for the Human Resources function • Improving internal and external customer satisfaction 	<p>Qualifications</p> <ul style="list-style-type: none"> • Undergraduate degree in Human Resources or equivalent experience in a human resources role (minimum 3 year experience in a human resources coordinator role) <p>Skills and Experience:</p> <ul style="list-style-type: none"> • Demonstrated ability to manage a HR program and project initiatives • Sound Knowledge of Human Resources and Industrial Relations instruments including the NSW Industrial Relations Act • Experience writing and reviewing procedures • Experience updating and maintaining electronic and paper-based files with a high level of accuracy • Experience coordinating recruitment and orientation of staff processes • Experience coordinating performance planning and review processes • Excellent communication and customer engagement skills • Ability to work autonomously with high attention to details across all areas of human resources in a changing environment • Experience coordinating and maintaining training information • Excellent time management skills with the ability to perform under pressure • Must hold prior to employment commencement, the relevant security clearances including a National Police Check and Working with Children clearance <p>Competencies:</p> <ul style="list-style-type: none"> • Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement • Proven ability to conceptualise issues develop options, write and present report to a high standard • Strong analytical skills with experience in data collection and analysis • Highly developed organising skills • High level of computer literacy and a sound working knowledge of the Microsoft Office Suite and the use of data bases and HR Systems • Current valid Driver's license, minimum of Class "C" or equivalent • Detail oriented and can demonstrate high level of accuracy • Positive and flexible team-player • High level interpersonal and written communication skills • Ability to foster mutual respect in a cross cultural environment

Selection Criteria

Qualifications

- Undergraduate degree in Human Resources or equivalent experience in a human resources role (minimum 3 year experience in a human resources coordinator role)

Skills and Experience:

- Demonstrated ability to manage a HR program and project initiatives
- Sound Knowledge of Human Resources and Industrial Relations instruments including the NSW Industrial Relations Act
- Experience writing and reviewing procedures
- Experience updating and maintaining electronic and paper-based files with a high level of accuracy
- Experience coordinating recruitment and orientation of staff processes
- Experience coordinating performance planning and review processes
- Excellent communication and customer engagement skills
- Ability to work autonomously with high attention to details across all areas of human resources in a changing environment
- Experience coordinating and maintaining training information
- Excellent time management skills with the ability to perform under pressure
- Must hold prior to employment commencement, the relevant security clearances including a National Police Check and Working with Children clearance

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- Current valid Driver's license, minimum of Class "C" or equivalent
- Detail oriented and can demonstrate high level of accuracy
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- High level interpersonal and written communication skills
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Desirable

- Aboriginal or Torres Strait Islander
- Qualifications in Work Place Health and Safety management
- Qualifications in counselling, mediation or similar
- Experience in HR Management in an Aboriginal Community Controlled Organisation particularly an Aboriginal Medical Service
- Experience in higher level Organisational Development Program development and implementation