

POSITION DESCRIPTION

WorkCover and People and Culture Administrator

OVERVIEW

Program:	People and Culture
Reports to:	Manager People and Culture
Supervise:	Nil
Date of Last Review:	February 2018
Classification:	Social and Community Services Employee Level 3 Sacred Heart Mission Enterprise Agreement 2013 or subsequent Agreements

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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Review Date:	April 2019	Approved by:	Manager People & Culture		

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The People and Culture function sits within the People and Strategy Division. The People & Strategy (P&S) Division is responsible for supporting the delivery of the Mission's Strategic Plan and leading people management strategies to drive our values-based culture and ensure that SHM can meet the demands of growth with a highly skilled and engaged workforce. The P&S Division is comprised of a Strategy and Service Development team, People and Culture (P&C) team and Workforce Development team.

The P&C team is responsible for developing and implementing people strategies which focus on equipping and enabling our people to create an engaging and high performing work culture that enhances the contribution and connection to its mission, vision and strategic objectives. The People and Culture team is focused on working in partnership and collaboration to deliver high quality and innovative services and projects, including HR strategy, employee engagement, compliance, policy and practice.

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PURPOSE OF THE POSITION

Reporting to the Manager People and Culture and working closely with the People and Culture Coordinator and People and Culture Administrator (Talent and Engagement), the Workcover and People and Culture Administrator is responsible for WorkCover claims and Return to Work (in consultation with the People and Culture Coordinator) matters, the coordination of the Health & Safety Committee and undertaking administrative, transactional and reporting activities in support of the employee life cycle management across all areas of Sacred Heart Mission.

KEY RESPONSIBILITIES

Accountability	Major Activities
Health & Safety	<ul style="list-style-type: none"> ▪ Work with the General Manager, People & Strategy to coordinate the Health & Safety Committee (including taking minutes) and health and wellbeing initiatives. ▪ Ensure that appropriate and accurate incident reports are maintained and reported. ▪ Coordinate and process WorkCover claims in conjunction with relevant internal and external parties. ▪ In consultation with the People and Culture Coordinator, coordinate Return to Work matters in accordance with legislative requirements. ▪ Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
Recruitment and Employment	<ul style="list-style-type: none"> ▪ Undertake the end to end recruitment process including the advertising of vacancies and ensuring compliance with policy, procedures and process. ▪ In conjunction with the People and Culture Coordinator, review Position Descriptions prior to recruitment, this may include updating onto new templates as required. ▪ Liaise with recruiting managers on applicants and new starters as required

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	<ul style="list-style-type: none"> ▪ Undertake pre-employment screening checks e.g., police checks, VISA checks etc in accordance with current procedure. ▪ Prepare employment contracts (including contract variations) and all associated new starter paperwork in accordance with current people and culture operational procedures and quality standards. ▪ Send the contract and starter paperwork to new employees and monitor the return of signed contracts and any other required documentation. ▪ Create and maintain hard copy personnel files ensuring documentation is compliant with checklist
General Administration	<ul style="list-style-type: none"> ▪ Answer incoming calls and provide advice and response on general operational queries. ▪ Monitor the People and Culture Inbox as required ▪ Maintain HR records, databases, files and information ▪ Provide routine and ad hoc data/reports ▪ Assist with the SHM staff Reward and Recognition program as required ▪ Provide project support as required
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma that emphasises physical, psychological and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment.

MANDATORY REQUIREMENTS

- A current Criminal Records Check

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QUALIFICATIONS

- Certificate IV level qualification in Health and Safety, Workers Compensation, Human Resources or Administration or equivalent knowledge and experience
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KEY SELECTION CRITERIA

- Previous experience in processing and managing employee WorkCover claims
- Previous experience in an administration role, preferably within Human Resources.
- Previous exposure to Health and Safety is highly desirable
- Capacity and willingness to gain and apply new knowledge is essential
- Proficient in Microsoft Office Suite including Word, Excel, Outlook and PowerPoint.
- Excellent communication and interpersonal skills with the capacity to engage with staff at all levels of the organisation.
- The ability to work with confidential and sensitive information, maintain confidentiality and privacy and uphold professional boundaries and standards.
- Strong organisational skills, the ability to successfully complete several tasks concurrently, maintaining high levels of attention to detail and meeting deadlines.
- Strong alignment with the values of Sacred Heart Mission.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES