

# Position Description

## Human Resources Officer

### POSITION DETAILS

Employment Status	<b>Full Time</b>
Classification	<b>SCHADS Level 5</b>
Reports To	<b>Operations Manager</b>

### POSITION OBJECTIVE

The purpose of this position is to provide generalist human resource expert advice, support, guidance and information to leaders and staff across Women's Legal Service Tasmania (WLST).

The role will support the development and implementation of related policies, procedures, systems, and tools to ensure an effective and efficient service is received by all internal stakeholders. A key focus of this role is driving practices that align with the feminist values that underpin the organisation, supporting staff from different professional backgrounds, fostering a culture of capacity building and accountability.

The Human Resources Officer will have a natural ability to identify and develop solutions across a range of people and programs and will focus on people and culture, providing advice and assistance; with a focus on continuous improvement, this role will work across all aspects of human resource as required. The role will work closely with the Management Team, to provide support for system enhancements, project development, recruiting, backup for payroll and onboarding for all staff.

Experience reporting to an executive team will be necessary, as will be providing high level advice to resolve workplace issues that may arise.

Some intrastate travel may be required from time to time.

A full-time employee, the normal hours of work will be 38 hours per week, between 9:00am and 5:06pm, inclusive of a 30-minute lunch break.

*Women's Legal Service Tasmania is committed to protecting children, young and vulnerable people from harm and require completion of screening checks prior to finalising employment.*

### KEY ROLE RESPONSIBILITIES

Key responsibilities of the role will include, but are not limited to:

- To diagnose and respond to human resource needs, and to provide advice to managers in the support of day-to-day human resources issues affecting the organisation.
- To ensure recruitment, induction, training, development, and performance are aligned to WLST values and culture.
- Support the effective development and implementation of workforce strategies, policies, and processes.
- Working with all staff to enhance our organisational culture, values alignment, and continuous improvement.
- Demonstrate the competencies in accordance with Women's Legal Service Tasmania's Core Competency Model. For reference, the Social, Community, Home Care and Disability Services (SCHADS) Award competencies for Level 5 are listed within this document.

These key responsibilities will be carried out through providing the following:

#### Specialist Support

- Support and coordinate industrial relations matters as required.
- Provide general HR support across the whole organisation, working closely with payroll administration to ensure effective application of remuneration benefits and accurate record keeping.

- Support a work culture that identifies and manages hazards and promotes a healthy and safe workplace and identify risks and support risk management processes.
- Participate in internal individual consultation and supervision, and in educational and professional development programs.

### **Support for People and Culture**

- Assist to improve a culture of inclusiveness across all three sites.
- Contribute to the building of a culture of respect and understanding where employees are supported and motivated to perform at their best.
- Champion the values and principles of WLST within all aspects of our work.
- Contribute to the further development of adopting a trauma informed culture and a culture of respect for integrated, multi-disciplinary practice across professions.
- Demonstrate a collaborative and collegiate approach to the implementation of new initiatives.

### **Policy and Compliance**

- Assist to develop, implement and create monitoring processes for internal policies, guidelines and procedures which provide an effective, consistent and timely delivery of HR services.
- Assist in monitoring and ensuring organisational legislative compliance in relation to workplace practices.
- Contribute to workplace culture through the development, review and promotion of the organizational values and the Staff Code of Conduct amongst all staff.

### **Workplace Reform**

- Assist with the potential restructure of positions to reflect growth or the organisation and program and funding complexities as requested.
- Develop and project manage implementation of core competencies, performance reviews, supervision policies and employee development initiatives.
- Review contracts, remuneration and terms and conditions of all staff relative to others in the legal assistance sector and the community sector in Tasmania, and the wider legal profession.
- Support change management processes and communications and support the identification of staff needs in the short and medium term.

## **KEY ROLE COMPETENCIES**

### **Universal Competencies**

#### *Collaborative Approach*

- Takes time to listen to and understand the perspectives of others.
- Uses language that demonstrates respect for colleagues and stakeholders at all times.
- Helps others consider new perspectives.
- Treats constructive feedback as a developmental opportunity.
- Welcomes the opportunity to discuss competing points of view.

#### *Diverse and Inclusive*

- Displays a willingness to engage with all people in a non-judgmental or non-discriminatory way.
- Ensures own conduct aligns with the values of Women's Legal Service Tasmania.
- Identifies and challenges behaviours that contravene the values of Women's Legal Service Tasmania.

#### *Efficient and Contemporary*

- Sets priorities, plans outcomes and organises work, and establishes the most appropriate ways to deliver a program.
- Provides reports on progress of program activities, including recommendations
- Delivers a variety of appropriate outputs, demonstrating a high level of knowledge and expertise.
- Meets commitments effectively and efficiently and delivers results on time.
- Actively completes planning, study or research for particular projects, service design or implementation of procedures and presentation.

### *Healthy Workplace*

- Practices self-care for good mental health and wellbeing.
- Recognises the significance of policy and procedure that guide workplace behaviour.
- Monitor and interpret legislation, regulations and other agreements relating to occupational health and safety.
- Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation.

### *Quality Practices*

- Displays motivation to engage in quality improvement projects and processes
- Undertakes analysis and design for the development and maintenance of projects in specialist areas.
- Improves practices, increasing effectiveness and achieving efficiency and actively supports the application of sound quality practices.

### *Organisational Culture*

- Actively engages in supervision and professional development opportunities.
- Establishes, builds and sustains effective relationships with colleagues and stakeholders.
- Acknowledges others' skills and expertise, encourages and contributes to the sharing of knowledge, and creates learning opportunities for others.

## **Leadership Competencies**

### *Supporting and Collaborating*

- Encourages and values input from others.
- Creates an environment of trust and open communication.
- Actively builds cooperation between staff.

### *Critically Evaluating*

- Is sought out by others for advice and solutions on how to best interpret and use information.
- Establishes clear goals and outcomes for a work area.
- Provides reports on progress of program activities, including recommendations.

### *Achieving Results*

- Sets priorities and monitors workflow in a specific area
- Undertake responsibility for a project/activity, including planning, coordination, implementation and administration.

### *Leading and Deciding*

- Provides expert advice to team members and management.
- Actively leads others in achieving outcomes.
- Operates as a specialist in a relevant discipline, making decisions in line with allocated delegations.

### *Strategic Thinking*

- Displays high level knowledge of the role of WLST, it's structure and services.

### *Managing Resources and Risk*

- Looks for better ways to perform routine aspects of jobs or assignments.
- Puts things in sequential and/or logical order in preparation for accomplishing a goal.
- Identifies emerging risks and takes action to address.

## **ESSENTIAL CRITERIA TO BE ADDRESSED IN AN APPLICATION**

1. Hold a degree in Human Resources management, or another relevant tertiary qualification, optimally with five years' relevant experience.
2. Demonstrated experience in people management or program leadership, and an ability to adapt to changing priorities and organisational needs, demonstrating flexibility in managing tasks and responsibilities.
3. Demonstrated experience working in an interdisciplinary way with other professionals, and experience in working with a similar community sector organisation, or with a genuine understanding and desire to work within the not-for-profit sector.
4. Ability to work within and positively advance the mission and values of Women's Legal Service Tasmania, including a commitment to the social justice, equity, and empowerment of women.
5. Commitment to professional and personal development, and a willingness to develop further professional skills relevant to the workplace.
6. Hold, or be eligible to hold, a current Tasmanian Working with Vulnerable People (WWVP) Employment registration, and current and clear National Police Check (no more than twelve months old).

## **DESIRABLE CRITERIA**

1. Some knowledge of the legal profession and legal office operations and environments, and familiarity with the community services sector.
2. Full driver's license.
3. Prepared to travel intrastate as required.