

Position Description:

Title:	HR and Quality System Co-ordinator
Reports to:	Manager, Organisational Support and Development
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
Classification:	Level 5
FTE:	0.8 FTE
Location:	Onsite, hybrid arrangement of 1 day/week can be negotiated

About SHARC:

The Self-Help Addiction Resource Centre (SHARC) is a community-based Lived Experience organisation with a unique approach to supporting people affected by substance use. SHARC combines mutual self- help and social support with professional therapeutic approaches.

SHARC envisions a world where all people affected by the impact of addiction can proudly and openly seek help, help each other and demonstrate the living proof that recovery is possible.

Since its establishment in 1995, SHARC has been living its Mission Statement, helping to create transformation for countless individuals, families and communities impacted by addiction. It fulfills this by:

- Providing opportunities for individuals, families and communities affected by addiction and related problems to recover and achieve meaningful, satisfying and contributing lives.
- Providing models of practice for family support, consumer participation and peer-based recovery support; and influence practice in the field of addiction and other related health domains.

SHARC's programs include recovery support services for youth and adults, help for families affected by drug use problems, advocacy services for people who use drug treatment services and peer workforce development programs. We have earned a reputation as an innovative and successful service with a commitment to helping people to help themselves.

Position Overview:

The Human Resource and Quality System Co-ordinator is part of the Shared Services team. The occupant will play a key role in advising and supporting staff and members of the Leadership Team by supporting activities across Human Resources (HR), the Quality System and Occupational Health & Safety (OHS).

Position Objective:

The Human Resource and Quality System Co-ordinator will:

- provide advice, support and services to ensure the smooth operation of human resource functions across the staff/volunteer lifecycle
- oversee the Quality Management Framework (QMF) to ensure compliance with relevant legislation, funding guidelines and any other requirements
- contribute to SHARC meeting its OH&S responsibilities
- provide administrative and project support to the Manager, Organisational Support and Development (MOSD), and
- work with the Shared Services team to ensure operations run smoothly.

Accountabilities:

Provide a wide range of **Human Resource** functions including:

- The provision of advice, support, and services to employees, volunteers and managers across their employment/engagement lifecycle to ensure the smooth operation of Human Resource functions
- Staff/volunteer life cycle management including system maintenance, attraction (sourcing & advertising), recruitment (screening, interviewing, validating, reference checking), orientation, onboarding and offboarding employees/volunteers
- Support the MOSD with developing HR related training programs, workshops and seminars
- Co-ordinate internal and external training as required (eg. First Aid, Fire Warden etc)
- Promote and co-ordinate student placements
- Prepare and present workforce reports from surveys and feedback as required and analyse the data to develop action plans with the MOSD to address key issues arising from these reports
- Support the MOSD to plan programs and processes designed to improve staff engagement and wellbeing
- Maintain knowledge of changes to National Employment Standards and other related legislation that could impact SHARC

- Review and provide draft updates of relevant documentation, including policy and procedures, following legislative changes
- Produce reports as requested by the MOSD to meet internal and external needs

Provide a wide range of **Volunteer management** functions including:

- Recruitment
- On boarding
- Volunteering promotion
- Volunteer recognition/award nominations
- Attendance at volunteering expos etc

Support the MOSD in managing and maintaining SHARC's **Quality Management Framework** (QMF) including:

- Support continuous improvement of SHARC's quality, risk and compliance systems, to improve organisational capability and performance
- Assist the MOSD in the accreditation requirements including planning, preparation, integration and implementation
- Monitor the QMF to ensure that all policies, procedures, forms and other organisational documentation are regularly reviewed and current and that all registers are maintained
- In conjunction with the MOSD, develop and schedule the annual audit plan, action plans to implement identified improvements arising from internal and external audits

Assist with ensuring that staff operate within a safe, **Occupational Health Safety (OHS)** compliant environment by working with the MOSD to:

- Contribute to the development and implementation of the OHS quality framework and facilitate audit processes
- Observe, assess, and report on the safety performance of the workplace and contribute to the development of procedures that meet safety guidelines
- Co-ordinate the Incident Management system (embedded within Sentrient), highlighting any patterns or concerns of repeated incidents and produce reporting as required
- Co-ordinate monthly inspections to identify hazards, assess risks to OHS, and provide recommendations about accident prevention to the MOSD
- Actively participate in OHS meetings and provide secretariat support

Other

- Provide support to the MOSD as appropriate

Organisational Relationships:

Internal

- Contribute to the culture of decision-making processes incorporating co-operation, collaboration and shared accountability with other staff
- Work in close collaboration with other members of the Shared Services team
- Provide support and guidance to all staff and volunteers as required

External

- Liaise with SHARC partner organisations including other community organisations; policy makers, planners and health service providers; relevant Government departments and agencies.
- Liaise with training providers to ensure courses/training are co-ordinated to meet identified training needs
- Liaise with volunteering organisations about networking/promotion opportunities etc
- Liaise with workplace relations information providers about current IR matters
- Liaise with quality Improvement organisations about the scheduling and co-ordination of external audits
- Liaise with vendors in relation to HR/Quality Management systems

Selection Criteria:

Experience skills and knowledge

- Demonstrated experience using a Human Resource Information System
- Practical knowledge of Australia's industrial relations system (Fair Work Act, Awards) and experience interpreting and providing guidance to managers and staff in relation to Awards, policies and procedures etc
- Demonstrated experience overseeing a Quality Management Framework
- Demonstrated experience in supporting organisational OH&S responsibilities
- Highly developed communication and interpersonal skills, including excellent verbal and written communication skills
- Demonstrated ability to work independently, manage competing priorities, and work effectively in a team environment
- Experience working with Sentrient (or a HRIS) will be highly regarded
- Demonstrated knowledge, experience and understanding of business systems, processes and data base platforms including advanced Microsoft 365 skills
- Experience in the not-for-profit sector, ideally in alcohol and other drugs

Qualifications

- Tertiary qualifications in Human Resource Management, Business or other related discipline are desirable

Additional Requirements:

All employees are required to:

- Obtain a valid Working with Children Check for this position; a police check will be requested/administered for preferred candidates
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant policies and guidelines
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with SHARC in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at SHARC
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to SHARC management. SHARC is committed to child safety and is a Child Safe organisation
- Be aware of and comply with the SHARC Code of Conduct
- A current Victorian Driver's licence is desirable
- Have valid working rights to work in Australia

General Information:

- Employment terms and conditions are provided in accordance with SCHADS Award
- Remuneration Packaging is available in accordance with current legislation and SHARC policy
- SHARC is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment and/or discrimination. The organisation promotes diversity and awareness in the workplace
- Under the Accident Compensation Act, it is the applicant's duty to advise SHARC of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required
- SHARC reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Redeployment to other services or sites within SHARC may be required

I confirm I have read the Position Description and understand its content and agree to work in accordance with the requirements of the position.

Employee Name:	
Employee Signature:	
Date:	