



POSITION DESCRIPTION

HR Coordinator

ROLE OVERVIEW	
Organisation	Survivors of Torture and Trauma Assistance and Rehabilitation Services (STTARS)
Date	July 2024
Classification	SCHADS Award - Level 5
ORGANISATIONAL RELATIONSHIPS	
Position reports to	ICT & Operations Manager
ROLES OVERVIEW	
Primary position objective	As the HR Coordinator, your leadership will be pivotal in refining people-centric processes and systems. Collaborating with STTARS leadership team, you will be instrumental in nurturing a workforce aligned with our mission, vision, and values, delivering exceptional HR services and enhancing staff member experiences. This role will act as the first point of call to leaders and staff members seeking support, guidance and expertise for all Human Resource (HR) and Work, Health and Safety (WHS) related queries. You will have responsibility for effectively managing the administration and coordination of key HR and WHS processes and systems to ensure a supportive workplace environment and compliance with legal and regulatory requirements.
KEY RESPONSIBILITIES	
Human Resources / People and Culture	• Coordinate the development, review and implementation of HR policies, procedures, systems and practices, ensuring continuous improvement and compliance with legislative requirements including, but not limited to, the Fair Work Act, National Employment Standards and SCHADS Award. • Keep abreast of any legislative, award or regulatory changes that impact STTARS and notify the Director of need for action accordingly. • Support the recruitment process as required including posting adverts, organizing interviews, assisting with reference checks as required, arranging pre-employment screening/probity checks and preparing employment contracts. • Facilitate onboarding and induction for new staff members and the exit process for outgoing staff members process in collaboration with the Finance & Payroll Officer • Provide ongoing support and guidance for staff members and leadership on issues such as: • HR policies and procedures • Information about the National Employment Standards and SCHADS Award



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	• Equal Opportunities issues, including bullying/harassment, discrimination • Grievance and complaint procedures • Work closely with leaders on human resource and performance matters in a consultative and collaborative manner whilst ensuring compliance with industrial requirements. • Work closely with the Finance & Payroll Officer on all contractual and payroll related matters in a timely and consultative manner. • Liaise with the Director and external industrial consultancy service providers when more complex advice is required.
Administration	• Maintain all documentation of employment related activities in the STTARS HRIS. ○ Ensuring all employee files are up to date, complete and managed as per the requirements of the National Privacy Principles. ○ Maintain the register of staff participation in compulsory training ○ Maintain a register of staff mandatory clearances ○ Liaise with the Practice Facilitator to record staff participation in all Professional development activities undertaken ○ Process documentation and prepare reports, to support informed decision making, relating to recruitment, training, grievances, disciplinary management, performance evaluations and WHS activities. ○ Position descriptions / work plans • Ensure staff stay up to date with mandatory training and clearances by arranging refreshers and renewals. • Coordinate and support the Recruitment Process • Coordinate the Orientation/induction of new staff • Initiate Probation reviews and ensure they are completed • Initiate Annual reviews and ensure they are completed
Workplace Health and Safety	• Coordinate the development, review and implementation of WHS policies, procedures, systems and practices, ensuring STTARS provides a safe workplace for all staff, contractors and visitors, complies with legislative requirements and seeks continuous improvement. • Coordinate WHS activities and projects, ensuring compliance with policies, procedures and legislation across all areas of STTARS. • Facilitate regular safety walkthroughs and audits, maintaining documentation of required improvements and controls. • Assist staff members to understand WHS systems and developments through regular communication, consultation and training. • Arrange regular work health and safety trainings including, but not limited to: • First Aid • Fire Warden • WHS for Managers & Supervisors • Responsible for facilitating the effective investigation and management of incident and hazard reports. • Responsible for convening and coordinating WHS meetings and related follow up actions. • Responsible for the effective management of RTWSA claims.



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Risk Management	- Responsible for identifying HR or WHS issues that pose potential risks to STTARS staff or to the organisation's compliance with legislative and regulatory obligations. - Effective review and analysis results in eliminating or minimising risks to the organisation.
SELECTION CRITERIA	
Qualifications	HR Certificate IV or relevant experience
Experience & Knowledge	- Previous experience in HR Administration/Generalist role - Sound understanding of employment legislation, industrial instruments and contemporary HR Practice - Experience in the development and implementation of HR & WHS Policies and Procedures. - Experience working within a culturally diverse setting - Experience in working within a small, collaborative team environment. - Knowledge of the refugee/human rights sector or other community service areas and/or worked in a not for profit highly desirable. - Knowledge of restorative practice and trauma informed practice highly desirable
Skills	- Excellent organizational and administrative skills including exceptional attention to detail and time management skills - Exceptional relationship management, interpersonal, negotiating and influencing skills - The ability to demonstrate a high degree of confidentiality - Proven ability to operate autonomously within guidelines and use sound judgement on when to alert / escalate to management while also being able to take direction and work collaboratively as part of a team - Strong partnering skills with leaders - ability to engage, influence and collaborate effectively with leaders - Approach tasks with agility, initiative and passion - Be approachable, and have a positive, fun, 'can do' and enthusiastic attitude.

PROFESSIONAL CONDUCT

STTARS expects all employees to meet the following common standards of behaviour, as outlined in the STTARS Staff Code of Conduct, in addition to the following:

- Working at, and maintaining, a high standard of professional and ethical practice
- Maintaining excellent relationships with and delivering prompt, accurate and efficient service to both internal and external customers by maintaining integrity and encouraging trust.
- Staying up to date with and ensuring compliance with all organisational policies and procedures by regularly updating your knowledge of the same.
- Managing your own performance and the performance of any employees who report to you in a positive, constructive and proactive manner.



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- Maintaining and growing your experience of your area of expertise by seeking opportunities to do so both within and outside of the organisation.
- No employee is to harass, victimise, discriminate against, vilify or bully any other employee or anyone else that you interact with in the course of your employment.

Position Description Approved by:

Position Title: _____

Signature: _____ Date: _____

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your agreement below, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.

Name: _____

Signature: _____ Date: _____

Witness

Name: _____

Signature: _____ Date: _____