



## Position Description

### Team Lead - Human Resources

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| <b>Position Title</b>           | Team Lead – Human Resources  |
| <b>Location</b>                 | Maroochydore; with travel required across NCACCH service region/s  |
| <b>Employment Status</b>        | Full-time  |
| <b>Position Report To</b>       | Manager – Human Resources  |
| <b>Position Responsible for</b> | N/A  |
| <b>Remuneration</b>             | Dependent on qualifications & experience<br>Salary sacrifice entitlement available<br>Employer contribution to superannuation (12.75%) |

#### NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service (AMS) model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals.
- Encouraging choice for individual Indigenous community members. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers as they seek to attract Indigenous clients; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide “Closing the Gap” health status improvement initiatives

***Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.***

#### Purpose of the Position

The NCACCH Team Leader – Human Resources is part of the of the Executive team and reports to the Manager – Human Services and at times, takes direction from the Chief Executive Officer.

To provide administrative support of human resources management responsibilities including but not limited to; employee relations; workplace health and safety; coordination of training; championing NCACCH values, expected behaviours and associated activities. Under the management of the Manager – Human Resources, the Team Leader – Human Resources will provide support to Executive Management in Human Resource matters. The Team Leader – Human Resources must always demonstrate high levels of professionalism and integrity and apply high moral and ethical standards to ensure confidentiality is maintained.

The NCACCH Team Leader – Human Resources operates with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct. In addition, they work towards ensuring the efficiency and effectiveness of the organisation service delivery and support continuous improvement through encouraging innovation and best practice, within NCACCHs current quality management systems.

## Selection Criteria

### Essential:

- Demonstrated knowledge and understanding of Aboriginal and/or Torres Strait Islander culture and a commitment to the Aboriginal and/or Torres Strait Islander community
- Proven experience as in Human Resource management, particularly with experience in workplace health and safety, employee relations, training coordination and aged care standards
- Knowledge of contemporary Human Resource practices and the ability to use this knowledge in developing practical solutions
- Proven ability to effectively plan, prioritise, and manage multiple and competing activities to meet business needs and deadlines
- Strong administrative skills, including the ability to prioritise competing work priorities, maintain accurate and legible records and meet targets and performance outcomes
- Strong interpersonal and communication skills with a focus on outcomes; including the ability to develop meaningful relationships whilst respecting traditional culture and values
- Self-motivated with capacity to manage own workload with limited supervision
- Demonstrated ability to communicate, engage and actively contribute to a team
- Demonstrated high-level computer skills, web-based programs and applications including Microsoft Office Suite and aptitude to learn other relevant software systems

***Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply***

### Desirable:

- Experience using LogiQC Quality Management System or similar
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Sunshine Coast and Gympie regions
- Knowledge of the Australian health system and emerging directions in Aboriginal Health within health locally, state-wide and nationally
- Understanding of the social determinants of health and how these impact on health behaviours

### Mandatory Qualifications / Professional Registrations and Licences

- Qualification in Human Resource Management
- Minimum of two years' experience in the Human Resource Management role within a comparable community-controlled service, not for profit, government or private sector
- Current C Class Drivers Licence (QLD)

- Current Suitability 'Blue Card' for working with children and young people
- Work out of normal hours of duty, including some week-ends, will be required
- Travel across the region will be required

#### **General Role Requirements**

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

#### **Mandatory Vaccinations**

- Full vaccination against COVID-19 as per NCACCH policy. Evidence that is required for this includes, myGov record or immunisation history statement.

## Position Responsibilities

### Human Resource Management:

- Provide day to day support to the NCACCH staff with general day to day HR operations
- Supporting managers and employees on HR related queries; inclusive of accessing resources on staff grievances and conflict resolution; escalating complex matters to Manager – Human Resources
- Coordinating and assisting with administering all aspects of the employee life cycle – including recruitment, onboarding, talent development, performance management or special requests and exiting of staff
- Updating and maintenance of personnel files (electronic and otherwise) are kept up-to-date and complete with all necessary documentation
- Develop and maintain a volunteer register
- Support the coordination of conducting annual performance appraisals and probations period reviews
- Supporting the application of professional development requests to Manager – Human Resources
- Assist in monitoring employee evolving trends and advise management i.e. absenteeism, accumulated leave, etc.
- Support the workforce planning including forecasting needs, job design and evaluation, recruitment and selection processes, inducting new employees and coaching and liaising with Managers
- Lead, monitor and review the performance management system ensuring that appropriate plans are in place for managing succession, retention, talent and career development
- Develop, implement and maintain policies and practices that reflect contemporary, evidence-based approaches and meet legislative requirements
- Advising and supporting managers and employees on HR related queries; inclusive of assisting with the process of staff grievances and advocate on conflict resolution; escalating complex matters to Manager – Human Resources
- Prepare written report/s, data analysis including recommendations for improvement to the Manager – Human resources as required
- Contribute proactively to the team environment, providing coaching, support and backfill for team members where required

### Workplace Health and Safety:

- In collaboration with the outsourced WHS consultant, oversee Work Health and Safety matters including committee, injury management and ensure a safe and supported environment.
- In collaboration with the Safety Delegates, identify and manage WHS risks across all NCACCH sites
- Lead the NCACCH Work Health Safety goals and objectives remaining compliant with WHS legislation and NCACCH policies and procedures
- Ensure staff complete the WHS training as and when required
- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Carry out your duties safely in accordance with your ability and competence

### Compliance and Quality Management

- Support the delivery of human resource services is underpinned by a credible framework that fosters reflective practice, constructive feedback and service improvement, risk prevention and management, and the highest standards in quality and safety of employee care
- Assist human resource activities, audits and regularly monitor the achievement of deliverables that ensure the maintenance of ISO 9001 and AGPAL accreditation
- Maintain HR related systems and records including blue card services portal, LogiQC, immunisation records, staff information list, organisational chart, registers etc.
- Promote regular and ongoing opportunities for employees to provide feedback and maximise and address employee satisfaction, oversight and report on employee Surveys/Feedback/Suggestions
- Assist with review and/or development of HR related policies, procedures, templates and forms and ensure they are adhered to and up to date to reflect both legislative and organisational requirements

#### **Relationship Management:**

- Support the coordination of NCACCH team building, staff/Board connectedness and workplace culture activities and initiatives
- Foster productive working relationships with other NCACCH staff in the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues
- Encourage cross-functional collaboration to achieve the best outcome for the organisation
- Champion NCACCHs expected behaviours and values both internally and externally to the wider community

#### **Excellence:**

- Champion of NCACCH values, expected behaviours and contribute to a positive internal culture through design, implementation and management HR initiatives
- Seek to understand your role in the larger organisation context
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

#### **Safety:**

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence

**Legal Obligation:**

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence, and training at any time.

**Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.**

**NCACCH reserves the right to vary the Position Description.**