



## Job and Person Specification

### Human Resources Administration and Support

Code	PCJD02
Classification	Negotiated Salaried Position – Full Time
Reports To	HR Team Leader
Approved By (Title)	Chief Executive
Approved By (Signature)	
Date of Approval	13 October 2020

I have read the content of this Job and Person Specification and agree that I have the ability and commitment to meet the requirements of the position in addition to upholding the Purpose and Values of Eldercare.

Acknowledged by Employee	[acceptance_status]
Name of Employee	[candidate_name]
Date of Acknowledgement	[acceptance_date]

# Eldercare

## Our Purpose

*Delivering peace of mind with our care.*

## Our Values

### Respect

#### **Value in Action - We protect the dignity, rights and values of individuals**

All people are important to Eldercare and everyone deserves to be respected in accordance with our founding Christian principles.

Diversity of experience, culture and opinion is valued and encouraged.

How we go about things is just as important as what we actually do. We protect the dignity, rights and values of individuals.

Our services encompass mind, body and spirit and aim to build well-being and resilience.

### Accountability

#### **Value in Action - We are all responsible for working safely and with integrity**

Eldercare is known as a safe and reliable organisation. Residents, clients, their families and friends rely on Eldercare to care for the people that they love with respect and dignity. We have a role to play in providing residents and their families with peace of mind.

Eldercare is committed to serving the community for the long term so our decisions are made with this in mind.

We display collaborative leadership throughout our organisation and we learn from our mistakes.

We continually strive to improve and respectfully challenge the status quo with improvement in mind.

All of our actions are focused on maintaining the integrity of our commitments. Each of us at Eldercare is responsible for our own behaviours for ensuring the best quality care is provided and for the success of the organisation.

### Connection

#### **Value in Action - We develop vibrant and supportive relationships based on warmth and generosity**

We create environments where warmth and generosity are present. We reconnect residents with their own purpose and meaning and do everything we can to help them live a fulfilling life.

We are committed to building vibrant, supportive and connected retirement living and residential care communities where resident choice is paramount and the uniqueness of each resident is discovered.



## **Our Diversity & White Ribbon Commitment**

Eldercare welcomes diversity. Regardless of their culture, religion, spirituality, age, gender, sexuality, disability, socio-economic background or personal experiences, our people are included and respected.

Eldercare encourages respectful relationships and does not accept any form of gender-based violence in the workplace.

Eldercare is committed to preventing violence against women and is proud to be a White Ribbon Accredited Workplace to support victims of abuse.

All employees can expect to receive fair and equal treatment and to be free from discrimination in all aspects of their life with Eldercare.

### **JOB SPECIFICATION**

#### **Summary of the broad purpose of the position in relation to organisation goals**

---

The Human Resource Management unit within the People, Quality & Strategy division is responsible for leading human resource strategies relating to the attraction, retention, and management of skilled and competent staff. The unit also leads the planning for an effective workforce into the future.

This position is responsible for providing administrative support to the HR Management unit and for the administration of the Human Resources Information Systems.

#### **Reporting/Working Relationships**

---

The HR Administration and Support:

- reports directly to the HR Team Leader
- works closely to support the HR Consultancy team
- also works with the broader HR Management team, including WHS, Injury Management and Learning
- works closely with other head office administrative staff to cover reception and leave

#### **Special Conditions**

---

- Must hold an acceptable National Police Clearance
- May be required to work outside of normal business hours from time to time
- Occasional travel to Eldercare Aged Care Facilities
- Eldercare is a non-smoking organisation

#### **Statement of Key Outcomes and Associated Activities**

---

##### **General Administration**

- Provide administrative support as required
- Organising meetings and taking minutes for the HR Manager and other HR Consultancy team members as required
- Managing travel and accommodation for the HR Consultancy team members as required
- Managing or assisting with organisation of various functions

# Eldercare

- Typing, proof-reading, collation and distribution of correspondence, reports, minutes, action lists and other documents
- Providing a broad range of administrative services, including document management
- Coding and processing HR Manager and HR Consultancy team related invoices
- Ensuring absolute confidentiality on all matters related to the position and HR Consultant team and HRM unit
- Preparing quarterly workforce profile reports and other HR performance related reports for HR Team Leader, HR Manager and Executive.
- Providing relief coverage for HR Officer roles (Compliance and Learning)

## HR Systems Support

- Contribute to continuous improvement in HR systems and their use
- Respond to business users requests for information
- Provide data extract and imports as required
- Participate in testing of system changes
- Update systems and user documentation

## Project Work

- Provide administrative support to HR projects
- Assisting with projects as requested by the Manager HR or HR Team Leader

## WHS Responsibilities

---

### All Employees:

- Takes reasonable care to protect own health and safety, and to avoid adversely affecting others. This includes as far as reasonable using equipment provided for WHS purposes, obeying reasonable WHS instructions, complying with all WHS policies, procedures, safe operating procedures, work practices and associated WHS document
- Ensures that they are not affected by alcohol or drugs to the extent that they endanger their own safety or the health and safety of others

### For positions with Supervisor responsibilities:

- Ensures all employees under their control carry out their roles and responsibilities as detailed in relevant WHS policies, procedures and WHS and Injury Management Plan
- Maintains compliance with all WHS policies and procedures by regular performance review
- Ensures that all employees, including agency staff and contractors under local control, are appropriately inducted and trained, and that site training plans and records are maintained
- Provides relevant WHS information and ensures appropriate training is provided
- Conducts regular inspections to identify hazards, conduct risk assessment for effectiveness and implement corrective action and review.
- Maintains appropriate records as required by Eldercare
- Ensure all non-conformances identified in internal audits are rectified
- Investigates all reported incidents and reports action/s taken to prevent a similar occurrence

***Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified as necessary. Position statements and Employee performance will be reviewed regularly.***

## PERSON SPECIFICATION

### Essential Minimum Requirements

---

#### Qualifications/Experience

- Advanced knowledge of Microsoft Office applications, including Outlook, Word, Excel, Publisher, Powerpoint, Project and Adobe Acrobat 9 Pro
- An excellent knowledge of administrative systems, procedures and equipment
- Office administration experience working with confidential information
- A sound understanding of meeting protocols

#### Personal Abilities/Aptitude/Skills

- Strong organisational, planning and customer service skills
- Well-developed communication and interpersonal skills with the ability to relate effectively to a wide range of people
- Excellent attention to detail, good analysis and interpretation skills
- Good understanding of project environment
- Ability to prioritise, plan and manage a busy workload
- Ability to work as part of a team
- Willingness to learn new systems and acquire knowledge in business area

### Desirable Requirements

---

#### Qualifications/Experience

- Previous experience in aged care or health sectors
- Knowledge of Microsoft Office applications Share Point and Visio
- Certificate IV in Business Administration or similar, or completion of other relevant training programs, particularly Human Resources related study/courses