

Position Description

Employee:	Employee name
Position title:	Human Resources Consultant
Location:	Head Office: 83 Moorabool Street, Geelong.
Grade:	Professional/Technical/Specialist
Organisation:	HR Manager – Health Services and Diversification
Purpose:	The primary purpose of this role is to develop and deliver a range of human resources initiatives and programs to assist the business to meet its objectives in implementing the Human Resources Strategic plan.
Staff:	None
Key Relationships:	<p>Internal:</p> <p>Boarder Human Resources team Management and employees with Health Services and Diversification</p> <p>External:</p> <ul style="list-style-type: none"> • External HR related service providers • Traineeship providers, recruitment agencies • Related peak bodies and employee associations
Authorising Officer:	Executive Manager Human Resources
Version Number:	V3.1
Date Approved:	21 March 2017

Principle Accountabilities

The principle accountabilities are:

Human Resources - general

- Support delivery Human Resources Strategic Plan to enable the Company to achieve corporate objectives and to meet the ongoing human resource needs of the Company.
- Coach and mentor First Line Leaders in developing sound people management, leadership skills and competencies.
- Ensure the Company's Human Resources Policy and Procedures are fair and equitable employment for all employees.
- Provision of advice and support on employee relations issues, dispute resolution and industrial advocacy through the application of account management model.
- Prepare and manage employment contract administration for award staff and First Line Leadership group.
- Manage termination of employment policy and practices, including exit interview. Develop recommendations based on trend data from analysis of exit interviews.
- Prepare reports/ analyses on human resource matters to support the Health Services and Diversification leadership team.
- Undertake special projects of a strategic nature at the request of HR Manager or Executive Manager Human Resources

Recruitment

- Manage end to end recruitment for Award based and First Line Leadership employees. Liaise with external vendors where required.
- Continually review and measure the effectiveness of the various recruitment strategies. Suggest and implement changes where appropriate.

Occupational Health & Safety

- Support the effective management of health and safety issues as they arise to enhance occupational health and safety performance for the company.
- Ensure compliance with the Company's OHS policies and procedures.

Performance Management

- Co-ordinate the staff performance appraisal process for Health Services and Diversification.
- Provide guidance and support to Leadership team with performance management issues for Award based employees.
- Ensure that all performance appraisals are completed in a timely manner.

Training & Development

- Responsible for the running of the Human Resources components of the new starter induction program for Award based employees and First Line Leadership..
- Support the development and implementation of training designed to meet regulatory and statutory requirements including OHS, ACCC, Code of Conduct and National Privacy Principles, Harassment & Bullying Prevention, Fraud Awareness and Email & Internet Usage training.

It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.

The accountabilities described within may be altered in accordance with the changing requirements of the role.

Values & Behaviours

Can demonstrate the ability to 'live' the corporate values and behaviours.

Trust

- Build credibility through actions
- Demonstrate confidence in others intentions and competencies

Contribute

- Collaborate and get involved
- Make a difference

Enjoy

- Enjoy work
- Take pride in success

Succeed

- Be resourceful, adaptable and achieve quality results
- Be decisive

Improve

- Be curious and look for innovation
- Have the courage to try something new

Serve

- Aim to make every customer experience memorable
- Make every effort to deliver excellence

Specific Job Competencies

Relationship Management

- Understands relationship management as a set of beliefs, data and processes that seek to better understand the needs of others and to produce value for them and the organisation.

Operational Decision Making

- Identifies and understands current issues, problems and opportunities.
- Compares data from different sources to draw conclusions. Develops alternative solutions and chooses the most effective course of action.
- Takes action that is consistent with available facts, constraints and probable consequences.

Teamwork and Collaboration

- Actively builds and fosters a friendly, harmonious and productive working atmosphere for all staff.
- Actively shares your knowledge and experience with others in team.
- Leads by example. Models respect, helpfulness and cooperation.
- Builds a cohesive and collaborative team environment.

Conceptual Thinking

- Understands situations or problems by identifying patterns or connections and addressing key issues.
- Sees the big picture in complex situations.
- Recognises when and how parts of an issue or situation affect individual and group performance.

Strategic Planning

- Obtains information and identifies key issues and relationships relevant to long-range goals or visions.
- Develops alternatives based on logical assumptions, facts, resources, constraints and organisational values.
- Implements a course of action to accomplish long-range goals or visions.
- Measures outcomes.

Essential Skills and Experiences

Communication (Verbal and Written)

- Clearly conveys and cascades information and ideas, through a variety of media, to individuals or groups in ways that engages the audience and helps them to understand and retain the message.
- Is consultative and seeks to personalise communication to meet the internal/ external customers' needs.
- Actively seeks and analyses feedback and responds in an appropriate manner.

Business Acumen

- Makes sound commercial decisions based on a long term view of member needs, strategic direction, industry developments, political environment, commercial viability and other socio - economic factors.
- Understands PHI industry, corporate finance and reporting. Understands the relationship and implications of product, premium and claims calculations as relevant to their position.
- Demonstrates their knowledge of sound business processes and practices through the delivery of effective outcomes and value adding initiatives.
- Demonstrates a sound understanding of contemporary Occupational Health and Safety standards, Equal Opportunity and other aspects of people management.

People Management

- Actively builds and fosters a friendly, harmonious and productive working atmosphere for all staff.
- Coach and mentor the Management and Supervisors in developing sound people management, leadership skills and relevant competencies.
- Actively shares your knowledge and experience with others in team.
- Leads by example. Models respect, helpfulness cooperation and organisational values.
- Builds a cohesive and collaborative team environment.

Educational Qualifications

Mandatory

- Tertiary qualification in a relevant area (i.e. Human Resources, Management Business/Commerce etc)

Experiential Requirements

Mandatory

- Previous experience in a generalist Human Resources role

Highly Desirable

- Related experience in the health services industry
- Experience in HR business partnering

Preferred

- Highly developed people management experience

Physical Job Design – Statement of Works

Administrative roles are primarily focused on the processing of work where the majority of each shift involves:

- Being seated at a desk for long periods of each shift
- Use of PC including the use of keyboard and mouse
- Use of telephone (incoming and outgoing calls)

Key Performance Indicators (KPIs)

Meet agreed individual KPIs aligned to the departmental KPIs which are detailed as part of the KPI framework, these will be reviewed and agreed post appointment.