

Position:	Human Resource Advisor	Service:	Support Centre
Department:	Lutheran Services	Updated:	October 2017
Conditions:	Common law contract, full time		

Purpose of the role

To advise on and partner with the business in relation to; HR policies, workforce planning, organisation development, workplace mediation and conflict resolution.

To support Lutheran Services capacity to employ, manage and retain a competent, suitable and highly skilled workforce as well as meet the regulatory requirements relating to human resources.

Operating environment

This position is based at Milton in the Support Centre (Head Office) for Lutheran Services, a respected not-for-profit organisation providing services in the fields of aged care, disability, family and youth support, and hospital chaplaincy in Queensland. Lutheran Services has approximately 1,300 employees.

The organisation has a small, centralised Human Resource team as well as HR-related employees located within many of the services who are responsible for some routine administrative aspects of human resources.

Reporting relationships

The position reports to the organisation's Human Resource Manager. This position has no direct or indirect reports.

Major responsibilities

Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:

- Deliver broad HR generalist services to the business;
- Consult and advise managers to achieve outcomes, including workforce planning, performance management and resolution of employee relations issues;
- Coach and support managers in day to day staff management activities, working with policies, practices and key processes;
- Provide direct support, advice and contribution to the HR team regarding planning, development, implementation and delivery of projects and strategies;

- Explain and advise on the application of employment legislation and Lutheran Services Enterprise Agreement;
- Work with the HR team and key internal stakeholders to report HR metrics in a way that enables business planning and decision making;
- Collect, analyse and report on data relating to the Lutheran Services workforce;
- Participate actively as a member of the HR team.

Qualifications and experience

The incumbent must hold relevant degree-level qualification and demonstrated human resources professional experience. Particular expertise and experience in one or more of the following areas: as required workforce planning, employment law, conflict resolution and workplace investigations.

The incumbent must also:

- be capable of forming effective and congenial working relationships with co-workers;
- be capable of managing their own workload, including overlapping priorities, and meeting deadlines;
- have the ability to clearly communicate and articulate HR goals and visions at all levels;
- have well-developed research skills; and
- produce written material of a high quality.

The position suits a person who enjoys working as part of a small and highly productive team, with a high level of personal responsibility for the quality of their work output.

The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by Lutheran Services Chief Medical Officer.

<p>NOTE: This job description is not intended to be all-inclusive. The occupant may perform other related duties to meet the ongoing needs of the organisation.</p>
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