# Position description

# HR and RTW coordinator

## Developed using the [workforce capability framework](http://www.idfnsw.org.au/people-and-capability-career-planning-capability-framework)

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| **Job family** | Corporate services (CS) |
| **Workforce capability framework level** | CS 9 |
| **Reporting to** | General Manager – People, Quality and Culture  |
| **Directly supervising** | Not applicable |
| **Date prepared** | January 2019 |

## Position purpose

This position develops, implements and monitors agreed Human Resources and Return to Work systems for the organisation that improve service provision to people with disability whilst meeting legislative and compliance requirements.

The role supports human rights and the organisational mission by actively implementing continuous quality improvement. The position also provides advice and assistance to management and staff on HR, RTW and employment related issues.

## Strategic core requirements

| **Key responsibility areas**  | **Capability requirements** | **Key performance measures** |
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| **Sector and organisation purpose and values** | * In-depth understanding of the philosophy of human rights based approaches in the disability sector.
* Broad knowledge of the sector and the individual and community context.
* In-depth understanding of the vision, mission, values of the organisation and the supports and services offered.
* Aligns with approaches and with organisation values.
* Working knowledge of the strategic direction under which the organisation operates, organisation functions and infrastructure.
 | * Demonstrates understanding of human rights and values of the organisation and sector.
* Ensures human rights and organisation values are embedded in and aligned with systems.
* Practically and actively contributes to a range of practices within the organisation using expertise and knowledge.
* Ensures own behaviour is consistent with systems and organisation values.
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| **Leadership and teamwork** | * Works with all personnel, coaching and building effective team work.
* Effective team participant.
* Provides guidance and information to less experienced staff within area.
* Evaluates the work of others.
* Working knowledge of relevant external relationships.
* Maintains defined relationships under guidance and ensures they work efficiently.
 | * Coaches and advises personnel and managers to support their engagement in, compliance with and commitment to, HR and RTW principles.
* Engages with and receives positive feedback from multiple teams and stakeholders within the organisation.
* Maintains relevant relationships with associations and attends specialist forums and activities.
* Applies learnings and information from external sources appropriately within the organisation.
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| **Communication** | * Has flexible and adaptable communication techniques that engender positive engaging relationships and meet required outcomes.
* Uses influencing skills.
* Uses a broad network of contacts to resolve work issues.
* Undertakes standard negotiations in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.
 | * Demonstrates effective communication with stakeholders to achieve objectives.
* Establishes credibility in the role.
* Maintains and builds a broad network of contacts both internal and external to the organisation.
* Effectively negotiates desired outcomes.
* Persuasively presents facts and knowledge.
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| **Customer relationships** | * Uses thorough and advanced professional competence to support customers with problem solving and decision making about their needs and expectations.
* Understands scope of service offerings and can negotiate within boundaries.
* Able to effectively deal with sensitive and serious matters, respecting diversity and confidentiality requirements.
* Interacts with stakeholders.
* Uses understanding of relationships and needs to recommend changes to approach.
 | * Manages expectations of customers, internal and external.
* Provides frank and professional advice to assist managers improve service the services and products provided.
* Establishes and maintains trust with stakeholders, demonstrating integrity and authenticity.
* Identifies, implements and adjusts approach to meet needs of individual work areas.
* Shows flexibility and can adapt own approach in maintaining relationships with stakeholders.
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| **Personal accountability** | * A detailed understanding of the intent and framework of HR, Industrial, employment and RTW legislation, standards, Codes of practice, policies & procedures relevant to the role.
* In-depth understanding of requirements for safe and healthy working, adheres to them, and makes a positive contribution to the organisation work environment.
* Identifies and mitigates risks.
* Promotes the need to appropriately use financial and other resources.
* Markets and promotes organisation service offerings and organisation brand.
 | * Capably applies knowledge across the organisation in different contexts.
* Develops systems and reporting mechanisms to ensure identification of possible corporate risks.
* Mitigates risks based on professional judgement and expertise; escalates appropriately.
* Communicates and promotes the organisation, initiatives, services and products through networks and staff.
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| **Innovation** | * Exercises initiative and judgement, under guidance, to creatively improve service or product offerings.
* Is adaptable and resourceful.
* Understands organisation processes and principles, and applies improvement methods.
* Resolves standard problems in designated area
 | * Creatively improves procedures and policies to increase of service delivery.
* Undertakes research to maintain knowledge of current practices in organisation, sector and other sectors.
* Makes recommendations utilising relevant industry and professional knowledge.
* Applies knowledge of the business of the organisation and sector.
* Recognises limitations of own knowledge and where to access information or external expertise.
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| **Experience and qualifications** | * Tertiary qualification in relevant discipline
* Fully proficient professional.
* Undertakes regular professional development.
 | * Shows commitment to ongoing professional development.
* Attends appropriate development activities for role.
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## Functional requirements

| **Key responsibility areas**  | **Capability requirements** | **Key performance measures** |
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| **Professional practice** | * Considers day-to-day issues and makes judgements based on well-developed professional experience and technical knowledge.
* Draws on a number of methodologies and techniques to achieve successful outcomes.
* Identifies alternatives based on contemporary business practices.
* Recommends changes including the development of alternative practical methodologies to achieve effective functional-specific outcomes.
* Coordinates or provides support to managers in change processes.
* May do the detailed planning under guidance.
* Positively influences and facilitates change in business areas and in own area.
 | * Prepares and monitors detailed reports and plans to achieve effective implementation of initiatives and systems.
* Applies knowledge and expertise to meet and support organisational HR and IR requirements
* Stays up to date in the field; e.g. through attendance at external seminars and through professional development.
* Responds to and considers day to day issues as well as longer term goals.
* Provides influence, judgement and experience in the change process.
* Elicits positive feedback from business areas on own contribution.
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| **Service delivery** | * In depth knowledge of professional role-related areas and is capable of independently achieving effective outcomes.
* Able to connect with people with disabilities and other customers and builds sound relationships and functional credibility to support effective service delivery.
* Provides timely advice, information and assistance.
* Initiates and/or encourages actions which meet/exceed customer expectations.
* Can work effectively cross-functionally within the organisation.
* Uses appropriate interpersonal skills to ensure on-going customer satisfaction.
 | * Establishes systems that ensure service delivery standards are being met, as measured through customer and staff feedback and compliance audits
* Actively find ways to include the people being supported in the development of service delivery procedures and in the sourcing of service feedback.
* Ensures reporting systems effectively measures the quality of the service or compliance with contractual obligations, as appropriate.
* Participates in discussions/meetings and advises on obligations.
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| **Sustainable business systems, policy and processes** | * Has substantial knowledge of relevant industry and business practice and organisation systems, policies and processes.
* Understands and can apply relevant technology.
* Plans and develops components of systems and policies to improve organisational effectiveness.
* Monitors and reviews operations and recommends changes.
* Contributes substantially to building policies and processes to support a sustainable organisation and HR / RTW operations
* Acts as a contact point for senior managers for advice.
* Represents a corporate services area in accordance with policies and guidelines.
 | * Understands and maintains relevant and up to date industry knowledge.
* Inputs and contributes effectively via project teams or working partners to organisation systems and policies.
* Independently develops components of systems within the context of organisation improvement processes.
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| **Risk and compliance** | * Complies with external requirements and internal policies and procedural guidelines.
* Provides advice and support to business areas in meeting compliance requirements.
* Analyses the relevant business environment to identify current and emerging risks and compliance issues.
* Undertakes standard risk assessment to determine the level of risks to the organisation/function.
* Seeks external advice as needed.
 | * Applies the organisation’s risk framework in day to day work and supports business areas in applying the risk framework.
* Identifies and proactively plans for compliance and risk issues and concerns.
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| **Financial management** | * Informs budget allocation as required
* Checks for gaps/errors in data. Identifies and reports variances from expected outcomes, takes corrective action.
* Analyses financial and operational information, including business unit and organisation cost structures.
* Prepares and reviews business cases having a program or service impact.
 | * Contributes to and informs budget allocation to ensure appropriate resourcing
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| **Project management** | * Applies project management processes including project identification, definition, planning, execution and conclusion under guidance.
* Makes changes to documentation.
* Participates as a project team member.
 | * Contributes to and executes parts of projects based on professional expertise.
* Contributes to and ensures that organisation projects are compliant with
* Consults effectively with project managers.
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| **Business reporting, documentation and administration** | * Undertakes reporting, documentation and administrative responsibilities efficiently using available technology.
* Maintains required documentation.
* Checks for the appropriate application of policy requirements.
* Prepares reports and written assessments.
 | * Provides appropriate reports and documentation to meet internal and external requirements.
* Maintains appropriate records including policies, procedures and statistical data.
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