



HUMAN RESOURCES ADVISOR
JOB & PERSON SPECIFICATION
JULY 2010



ORGANISATION DESCRIPTION

Company overview

Established in 1935, Resthaven Inc is a public benevolent aged care community service of the Uniting Church in Australia. Resthaven Inc offers a range of high quality, responsive community and residential care services for older South Australians.

Resthaven Inc aims to enhance the quality of life for older people of all faiths and beliefs and with diverse cultural and economic backgrounds, through provision of residential and community care and support services, according to individual need and availability. Services extend from basic support at home to 24 hours a day, seven days a week, high dependency residential care and respite for carers.

Resthaven Inc currently operates residential aged care facilities at nine locations offering accommodation to more than 1,000 older people in either independent living units, short term respite or high and low dependency residential care. Within the community, over 7,000 older people access a range of in home community care and support options to assist them to live at home independently. These include health and well being therapy services, in-home support, planned respite for carers, veteran specific services and assistance with care and housing. Community Services are offered throughout metropolitan Adelaide, the Adelaide Hills, Murraylands and across the Limestone Coast.

As a significant employer in the State, Resthaven Inc employs over 1,450 staff and has over 400 volunteers providing additional support and assistance.

Statement of Purpose

Resthaven Inc provides outstanding care and support to older South Australians and their carers.

Resthaven Inc is a diverse community of people; residents, clients, staff, volunteers, families, friends and other stakeholders.

Values

- Respect
- Integrity
- Choice
- Individuality
- Independence
- Belonging
- Resourcefulness
- Safety and well being



JOB SPECIFICATION

POSITION: HUMAN RESOURCES ADVISOR
REPORTS TO: MANAGER, HUMAN RESOURCES
DEPARTMENT: HUMAN RESOURCES

Job purpose

As part of the People, Culture and Risk team, the Human Resources Advisor will undertake a range of activities and projects which will continue to promote Resthaven Inc as an employer of choice.

The Human Resources Advisor provides specialised human resource services as delegated, which contributes to the overall provision of the human resources services to the organisation. Key responsibilities will be the provision of day-to-day human resources management and advisory support services to management and employees across Resthaven Inc. across employee and industrial relations, as well as recruitment, classification management, and leading and undertaking a range of projects.

Direct reports

Nil but works closely with all People, Culture and Risk staff as well as site based managers.

Responsibilities and key result areas

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Inc.

Employee relations

- provide general human resources advice and support to management and staff regarding contemporary human resources and industrial relations practices, systems and procedures in line with the HR Policy and Procedural framework and relevant Awards and Agreements;
- provide advice on Award interpretation;
- provide support, counselling, mediation and advice to employees;
- monitor and disseminate information on legislative changes and developments in human resource management and industrial relations;
- support Program Managers with performance management and disciplinary issues as directed and required, ensuring compliance with policy and procedures, best practice and legislation, and ensuring all processes are conducted in a timely, fair and equitable manner;
- provide training and support to management and employees regarding the implementation of the Performance Development Plan and other human resources initiatives;



JOB SPECIFICATION

- assist with the preparation of relevant statutory reporting, internal reports and documents;
- undertake the review of employment documentation classification structures;
- assist payroll staff to resolve complex queries, and assist with the implementation of specific project requirements involving remuneration and payroll.

Workforce planning

- assist with the development and promotion of the organisation's "Employer of Choice" attraction and retention program;
- contribute to the workforce planning program identifying trends, issues and opportunities;
- assisting line managers with recruitment and selection activities including:
 - new employee recruitment;
 - traineeships;
 - labour hire activity;
 - migrant worker legislation;
 - pre-employment requirements including medical assessments and criminal history checks.
- develop and revise job and person specifications;
- provide assistance in facilitating induction programs for new employees.

HR systems, reporting and projects

- undertake research projects aimed at improving human resources and industrial relations practices;
- review, develop and implement best practice HR systems, making recommendations for improvement;
- undertake HR and OH&S auditing across the organisation to ensure compliance with the Policy and Procedural framework and relevant Awards, Agreements, Standards and legislation;
- undertake analysis of internal data and survey results identifying workforce development and best practice HR project opportunities;
- maintain appropriate records including awards, agreements, position descriptions, employee case files, etc;
- prepare appropriate statistical information for internal and external use;
- ensure all documentation and reports are completed in an accurate and timely manner;
- prepare reports to Program Managers and Executive as required.



JOB SPECIFICATION

Occupational health, safety, welfare and injury management

- undertaking all duties in accordance with Resthaven Inc's Quality Management System, policies and procedures;
- participating in Resthaven Inc's Quality Management System and a commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis;
- maintaining a safe work environment in accordance with Resthaven Inc's Occupational Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work;
- assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Inc's Occupational Health and Safety Policies and Procedures;
- participating in mandatory Health and Safety training sessions;
- identifying and reporting hazards in the workplace.

Privacy and confidentiality

- adhering to Resthaven Inc's Privacy of Information Policy and Procedure at all times;
- maintaining a duty of confidentiality to all residents, clients, volunteers and staff;
- ensuring that any "Confidential Information" that becomes known through the course of employment with Resthaven Inc is kept confidential including information relating to Resthaven Inc's :-
 - business or operational interests;
 - methodology and affairs;
 - financial information; and
 - anything else that is notified as being confidential.

Other duties as directed by the Executive Manager, People Culture and Risk and the Manager, Human Resources.

Specific requirements

- travel to other Resthaven Inc sites as required;
- work additional hours to meet deadlines and other requirements, no overtime will be paid;
- undergo a satisfactory police check, to be physically and mentally capable and report to work in a fit state to perform all duties;
- actively participating in performance reviews, performance development, training (including OHS&W and fire safety) and supervision opportunities.



PERSON SPECIFICATION

Educational/Vocational Qualifications

- an appropriate tertiary qualification in human resource management, industrial relations, business administration or management is desirable;
- undertake appropriate professional and personal development programs to develop and maintain knowledge and skills.

Experience

Experience is essential in the following areas:

- providing human resources and industrial relations expertise, preferably in a service industry or the health sector;
- servicing the needs of a diverse range of internal customers who are professional and highly demanding;
- experience in coaching and mentoring;
- experience in project management;
- experience in managing HRIS systems and generating detailed reports;
- experience within the aged care sector/human/health services highly desirable.

Knowledge

Possess a sound understanding of:

- contemporary human resource management, industrial relations and equal employment opportunity practices;
- human resources issues affecting aged care;
- legislation including industrial relations, equal employment opportunity, occupational health, safety and welfare, workers rehabilitation and compensation and privacy;
- knowledge of and/or willingness to develop skills in working with records and information management in an electronic environment;
- knowledge of aged care sector standards and legislation highly desirable.

Attributes/Skills and Abilities

- commitment to Resthaven Inc's values and vision;
- ability to generate encouragement and enthusiasm across a team;
- actively supports change;
- customer focused and able to understand all stakeholder needs including residents, volunteers and staff;
- continuous improvement focus;
- self-confidence and high levels of initiative;
- a sense of humour and a positive attitude;
- ability to maintain confidentiality;
- well-developed communication and interpersonal skills with the ability to work in a consultative manner, establish and sustain effective working relationships across the organisation and with external agencies and clients;



PERSON SPECIFICATION

- ability to positively influence outcomes, listening to and respecting the views of others;
- ability to work under broad guidelines but recognising situations that need to be referred to the Manager, Human Resources or the Executive Manager, People Culture and Risk;
- ability to interpret statutory documents and workplace legislation;
- ability to coordinate and manage simultaneously a range of activities;
- demonstrated planning and project implementation skills;
- solid organisational and administrative skills, able to establish appropriate priorities and meet deadlines;
- exceptional communication skills both written and oral;
- well-developed presentation skills;
- ability to deal effectively with difficult people;
- ability to influence through negotiation to achieve desired objectives;
- ability to produce clear, timely well researched and concise reports and maintain appropriate records;
- well-developed problem solving skills and analytical abilities – able to weigh alternatives and make recommendations or devise solutions and initiatives;
- ability to manage multi-party negotiations;
- high level proficiency across Microsoft suite of packages.



HOW TO APPLY

Applications should be forwarded to Heidi Jones by e-mail 12954@hender.com.au

Telephone enquiries may be directed to Heidi on (08) 8100 8807 or to Julie Fleet on (08) 8100 8806.

Please Note

Your application will be automatically acknowledged by a return e-mail.