

Position Description

Job title:	HR and Quality Team Leader
Reporting to:	Chief Executive Officer
Award:	Social Community Home Care and Disability Services Industry Award
Salary:	Level 5
Hours:	Part time - up to 30.4 hours per week
Direct report:	Quality Coordinator
Location:	MORTDALE

Operating Environment

St George Community Transport Limited (STGCT) is a not-for-profit organisation that is committed to improving the lives of its customers by encouraging and facilitating their mobility, independence and sense of community. STGCT is funded by Transport for NSW under the Commonwealth Home and Community Support Program and the NSW Community Transport Program.

Purpose of the Position

This position is responsible for a range of complex HR, QA and WHS functions. The position exercises a range of functions and must use a substantial element of discipline in carrying out confidential HR tasks. The position is expected to develop new work methods in the areas of HR and QA and must have a thorough understanding of employment legislation and the use of HR information management systems.

Selection Criteria

Mandatory Qualifications

- Current driver's licence
- Criminal History Clearance
- Working with Children Check

Essential experience or skills

- Tertiary qualifications in business, commerce, human resources or a related field;
- Experience in the use of corporate human resource management information systems;
- Knowledge and understanding of employee relations legislation;
- Knowledge of quality assurance and or quality management processes;
- Knowledge and understanding of Work Health and Safety legislation and systems;
- In depth knowledge and highly skilled in Microsoft packages including MS Word, PowerPoint and Excel;
- High level organisational skills including the ability to prioritise competing demands;

- High level communication and interpersonal skills, including the ability to communicate with team members at all levels of the organisation.

Desirable Criteria

- Experience in the administration of quality management systems.
- Knowledge of employment laws and practices.

Responsibilities

Human Resource Management

Broad range of staffing, leave administration, recruitment, establishment and other personnel services functions.

- Recruitment and selection – Coordinate the preparation of recruitment packages and the production of employment letters, new hire documentation and communication of new starters internally.
- Induction and training – Maintain induction packs, coordinate delivery of induction and orientation for a new employee/volunteer and maintain employee handbooks and packages.
- HR systems administration - Update and maintain employee and volunteer related hard copy and electronic data bases and systems including the human resource system.
- Performance management system – Report on performance outcomes.
- HR management systems – Manage relevant electronic information systems.

Quality Management System

Supporting the organisation's Quality Manager in the administration of the quality assurance system including:

- Document Control - Administer the document control register which clearly identifies the name of the document, original date of issue, revision status and current versions.
- Document Distribution – Centralise control and coordination of current versions of documents for staff and other stakeholders.
- Internal Audit System – Coordinate the internal audit matrix at agreed intervals and ensure audit reports are filed and relevant improvements actioned.
- Policies and procedures – Contribute to a regular review of organisational policies and procedures based on findings and experiences from continuous improvement process.
- Management support – Support Managers to identify gaps in compliance and support the training process for all staff.

Work, Health and Safety

Administration coordination of WHS systems and record keeping including:

- Site inspections - Responsible for coordinating and reporting on systematic site safety audits and advise on any corrective action to be taken.

- Risk Assessments - Provide guidance on the completion of risk assessments, investigations and ensure their regular review, pass on feedback or highlighted issues to management.
- Incident reporting - Ensure all incidents, accidents and near misses are investigated, paperwork completed and follow ups conducted if need action taken.
- Safety induction and training – Coordinate the induction of new staff in WHS and coordinate training attendance.
- Legislation - Ensure updates are communicated with regards to changes in legislation.
- Fleet – Work with Transport Coordinator to ensure a comprehensive understanding of WHS compliance for the fleet.

Secondary functions

- Preparation of relevant reports and analysis of HR, WHS and QA for the Chief Executive Officer and Management Team.
- Maintenance including updating and publication of up to date organisational policies and procedures.
- Project coordination support for the Chief Executive Officer.
- Management, support and development of Quality Coordinator.

Acknowledgement

Employee
Signature _____ Date _____

Manager
Signature _____ Date _____

Relevant Standard

Home Care Common Standards

- 1.1 Corporate Governance
- 1.2

NDIS Practice Standards

- 2. Provider Governance and Operational Management

Disability Service Standards

- 6.1 Service Management