



Staff position description

Human Resource Coordinator

Position overview

Position title	Human Resource Coordinator
Unit or program	NA
Position objective	To support the human resource (HR) function by coordinating accurate, timely and efficient HR services to VACRO management and workforce.
Job classification	Social, Community, Home Care and Disability Services Industry Award 2010, Level 4 or 5 Pay point depending on qualifications and experience
Location	Level 1, 116 Hardware Street, Melbourne VIC 3000
Reports to	Operations Support Manager
Direct reports	NA

About VACRO

VACRO is a non-government, non-denominational organisation. It was founded in 1872 (as the Discharged Prisoners' Aid Society of Victoria) in the wake of the 1871 Royal Commission into Penal Establishments and Gaols which urged the establishment of a body to give assistance to discharged prisoners.

Vision	New beginnings, stronger communities.
Mission	To support new beginnings for clients of the correctional system and their families, and build safer and stronger communities.
Values	<ul style="list-style-type: none">• We show integrity in our relationship with each other, our clients and the broader community.• We display respect by supporting our clients to achieve positive outcomes and lead meaningful lives.• We work towards inclusion for all stakeholders in the development of our programs.• We are adaptable to the conditions and opportunities that arise in our daily lives.

Key contacts (internal)

Operations Support Manager
CEO
State Manager Support Services
Managers
VACRO staff

Key contacts (external)

External applicants
Recruitment agents

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Position details

Key result area	Task	Performance indicator
Workforce recruitment and selection	<ul style="list-style-type: none"> Contribute to recruitment and selection process including position descriptions, job packs, advertisements, organising interviews, keeping applicants informed of the process, and retaining applicant information. Conducting police checks. 	<ul style="list-style-type: none"> Managers and candidates are informed appropriately at all stages of recruitment and selection. Candidate information is managed according to the Privacy Act and VACRO procedures.
On-boarding and induction	<ul style="list-style-type: none"> On-boarding new staff including organising letters of offer and compliance documents, coordinating access to IT, building and equipment. Coordinate VACRO induction for new staff. 	<ul style="list-style-type: none"> New staff have appropriate information, systems access and tools to do their job. VACRO compliance documents are completed in a timely way for new staff and volunteers.
Training and professional development	<ul style="list-style-type: none"> Organise professional development for staff and volunteers. 	<ul style="list-style-type: none"> Appropriate training is organised in a timely manner.
General HR administration	<ul style="list-style-type: none"> Track and maintain HR and training records for staff files and electronic records. Assist with provision of information on employee benefits (e.g. salary packaging information and changes, as required). Prepare and send routine correspondence to staff as authorised. Maintain staff records on database. Maintain standard templates, letters and reports. 	<ul style="list-style-type: none"> Staff files and electronic records are current and accurate. Files are managed in accordance with the Privacy Act and relevant Award(s), and VACRO procedures. Staff have information to answer frequently asked questions regarding their conditions of employment.
Continuous improvement	<ul style="list-style-type: none"> Contribute to the review and operation of HR procedures, forms and manuals. Contribute to developing HR and Corporate Services. 	<ul style="list-style-type: none"> Contributions to HR and Corporate Services processes. Contributions to HR and Corporate Services processes which support VACRO and staff, are provided.

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Professional development	<ul style="list-style-type: none"> Organise training for staff and volunteers. Produce learning resources such as presentations and manuals. 	<ul style="list-style-type: none"> Learning resources are accurate and produced in accordance with VACRO requirements. Accurate learning resources are produced.
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Expectations of all VACRO staff

- Uphold VACRO's Vision, Mission, Values and Code of Conduct.
- Comply with legislative requirements relating to this position, including taking all reasonable care of your own safety and that of others in the workplace; contributing to the improvement of health and safety within the workplace; and complying with VACRO procedures and practices which support occupational health and safety.
- Provide safe and quality services as a priority, for which you are responsible, accountable and supported by Board and management.
- Operate within VACRO's formal delegations framework and in accordance with its policies and procedures.
- Participate in continuous quality improvement (CQI) activities, including identifying opportunities and making improvements to systems, processes and programs.
- Participate in VACRO meetings, regular supervision and professional development.
- Represent and enhance VACRO's profile at stakeholder and network meetings, as designated by your Manager.
- Demonstrate commitment to social justice outcomes and help protect the rights of people impacted by the criminal justice system, and their families.

Key capabilities

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| Knowledge | <ul style="list-style-type: none"> Tertiary qualifications, or working toward tertiary qualifications, in human resources, management, business or similar. An understanding of the SCHCADS Award, HR legislation and processes (e.g. interpretation of awards and legislation, tax and superannuation). Knowledge of HR processes in relation to recruitment, induction, training, performance development and review. |
| Experience | <ul style="list-style-type: none"> HR, Training, Organisational Development and/or Payroll Coordination experience, within a community services setting. Demonstrated ability to provide a high level of Human Resource support within a client-centred framework, for employees and volunteers. Records management and compliance with relevant legislation. |
| Skills | <ul style="list-style-type: none"> Strong organisational and record maintenance skills. |

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Behaviours and personal attributes

- Excellent verbal and written communication skills.
- Highly developed IT skills, with working knowledge of HR systems and Microsoft Office suite.
- Customer service focus.
- Excellent communication and interpersonal skills.
- Ability to maintain a secure work environment with a high level of confidentiality and adherence to privacy guidelines.
- Ability to plan and meet deadlines.
- Strong attention to detail.
- Highly motivated with an ability to work independently to carry tasks to completion, with minimal supervision.
- The ability to manage difficult and sometimes stressful personal contact with staff.
- Team player.
- Focus on CQI and improving systems.

Mandatory requirements

- Verification of personal identity, employment history and qualifications.
- Satisfactory National Police Check.
- Working with Children Check (Victoria).
- Victorian Driver Licence.

Incumbent declaration

I have read this Position Description and agree to undertake the duties and responsibilities listed above. I acknowledge that:

- The Position Description is an indication of the duties and responsibilities that I am required to undertake. Additional or other duties and responsibilities may be allocated to me, in discussion with my Manager.
- Where training and support are required to fulfil these duties, or additional or other duties at a similar level of responsibility, these will be provided within the guidelines of the organisation.
- The Position Description will be reviewed regularly in consultation with me.
- The Performance Indicators, where included in this document, are indicative. Performance Indicators will be set by my immediate supervisor in discussion with me, for each year (or another period) and my performance reviewed against those Performance Indicators.

Name of Position incumbent

Date

Signature