






Our Vision

A compassion society that takes an informed, health-first approach to alcohol and other drug use

Our Mission

To empower individuals, families and communities to maximise health and wellbeing, by working in partnership and without judgement

Our Values

 Integrity
  Compassion
  Acceptance
  Respect
  Excellence

Position Description

Position Title:	HR and Operations Coordinator
Program:	Corporate Services
Classification	CSE Level 4
Position Reports To:	HR and Operations Manager
Position Outline:	This position is a dual role providing HR administrative support across Directions' sites, together with supporting a diverse range of day to day operational requirements.

Key Accountabilities

- Coordinate and deliver a diverse range of HR activities
- Contribute to workforce planning and reporting activities and maintain accurate data
- Contribute to achieving organisational priorities, aligned with Directions' strategic plan, including enhancing workforce capability and organisational culture
- Promote a continuous quality improvement and safety framework
- Coordinate day to day operational activities, including fleet and facilities management

Duties and Responsibilities

- Coordinate recruitment process including advertising, organising interviews and undertaking reference checks when required
- Prepare employment contracts, pre-employment paperwork and other compliance checks
- Prepare and maintain personnel files in accordance with legislative requirements
- Coordinate new employee on-boarding, induction and probation processes
- Organise staff training, maintain professional development/training register and monitor compulsory training and professional registration
- Assist with development and review HR processes, including HR forms and templates
- Contribute to workforce planning, monitoring and reporting activities
- Assist with facilities management of Directions' sites in ACT and surrounding regions in NSW
- Coordinate fleet management, maintenance and operational support for all vehicles
- Engage in evaluation of own performance through the Annual Performance Review process
- Maintain good employer-employee relationships to ensure a harmonious and supportive work environment that contributes to productivity, motivation and morale
- Contribute to progressing the shared corporate workflow to support achievement of the organisation strategic objectives
- Attend staff meetings and providing administrative support as required.
- Other duties as requested by the HR and Operations Manager in line with the position
- Travel to Regional NSW Programs and between ACT sites is required

Selection Criteria

1. Qualification and Experience

- Qualification in Human Resources/Office Management or Administration (or working towards this qualification) and/or proven extensive experience in this field
- Experience and knowledge in the application of current HR practices and strategies
- Experience in the not-for-profit sector and/or community service sector is highly valued
- Experience in operations and/or facilities management is desirable

2. Skills, Knowledge and Capabilities

- Demonstrated experience as a HR generalist/employee relations knowledge and skills
- Demonstrated proficiency in systems and record keeping processes e.g. excel spreadsheets
- High level of interpersonal and negotiation skills, with the proven ability to build effective relationships and communicate with a diverse range of people, both internal and external
- High level written and verbal communication and reporting skills
- Demonstrated ability to review, develop and implement improved systems and processes to enhance the organisation efficiency and effectiveness
- Works effectively with minimal supervision in a small flexible team environment
- Self-starter, is highly organised and able to manage own work flows
- Thorough understanding of the importance of personal and professional boundaries, ethical behaviour, policies and procedures

3. Behaviours

- A commitment to the mission and values of the organisation
- Leadership and motivational skills
- Ability and a commitment to effectively engage with staff, and with clients from a marginalised background, in a non-judgemental courteous and respectful manner

4. Other Requirements

- Employment is subject to a satisfactory AFP National Police Check and Working With Vulnerable People Registration
- Australian Citizenship or suitable rights to work in Australia
- A current Driver's Licence
- A current Senior First Aid Certificate or willingness to obtain

Directions is a Non-Government Not for Profit Organisation funded by the Commonwealth and ACT Governments, and all positions and employment agreements are subject to the availability of funding.

I acknowledge that I have read and understand the duties and responsibilities required of me in this position and that my supervisor will provide any further clarification required.

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Employee Signature

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Date