

Position Description

Human Resources Administration Officer

Position Summary

Position	Human Resources Administration Officer
Reporting to	Human Resources Manager
Direct reports	Nil
Department	Corporate Services
Classification	SCHADS Level 4 Plus superannuation and access to salary packaging
Status	Full Time
Location	Corporate Services Office
Probation	Six months
Key relationships	Refuge Managers, Corporate Services Staff, Service Delivery Staff External: Recruitment Firms, candidates, industry bodies and key stakeholders, IT suppliers, and Stationery Suppliers.

About Refuge Victoria

Refuge Victoria is an independent not-for-profit organisation that has grown to become one of the largest providers of specialist family violence refuge accommodation in Victoria. We support people at serious risk due to family violence, providing refuge and crisis accommodation, safety planning and management, and support to build a safer and better life.

Refuge Victoria operates three refuge facilities and 15 crisis properties, and our partnerships with community housing associations provide nomination rights to a further 35 transitional homes. We employ staff across two main refuge sites in Melbourne's east and one site in the Melbourne's west, as well as our corporate office. We are funded by the Department of Families, Fairness and Housing (DFFH) and the generous support of donors.

In accordance with Section 12 and Section 28 of the Equal Opportunity Act 2010 (Vic), we exclusively hire individuals who identify as female for service delivery roles ensuring we meet the specific needs of the women and children we support.

Our Vision

For people escaping family violence to live safe and free.

Our Values

Compassionate

We care deeply about the work we do and who we do it for.

Empowering

We empower people to become more confident and make informed decisions.

Collaborative

By working together and sharing knowledge, we continue to strengthen our culture and outcomes.

Integrity

We are respectful and transparent and will always hold ourselves to account.

Committed

We are committed to providing the best care and outcomes for our clients through continuous improvement of our services.

Our Model

The Refuge Victoria model is premised on a “wraparound” process of service delivery. Refuge Victoria assesses and monitors family violence risk and provides intensive, holistic and individualised care planning and case management. Our staff work alongside survivors of family violence to develop plans to support problem solving, coping skills and self-efficacy. Refuge Victoria’s exit planning is essential to our service as our clients are with us for an average of six weeks.

The Refuge Victoria philosophy of care begins with the principle of “voice and choice” where self-determination and the perspective and views of the family, including that of the child or young person. The wraparound approach places the individual and family at the centre and builds a support team around them to drive change, in conjunction with our partner agencies. A strength-based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of family violence. Services are individualised, flexible, community based and culturally competent.

The Role

The HR Administration Officer plays a key role in supporting the Human Resources department by managing administrative tasks essential to the organisation's HR functions. Reporting to the People & Culture Manager, the HR Administration Officer ensures the efficient operation of HR processes and contributes to the overall effectiveness of the HR team. The HR Administration Officer is also responsible for the smooth running of the Corporate Services Office including the general office administration duties, answering of all incoming calls and meeting and greeting all visitors to the Corporate Services Office.

Key Accountabilities

Core Responsibilities	Indicators of Success
Human Resources Administration	
<p>Assist in the administration of HR processes, including recruitment, onboarding, offboarding, training, performance management, and employee relations.</p> <ul style="list-style-type: none"> Administer the recruitment process by posting job advertisements, reviewing applications, scheduling interviews and scheduling reference checks. Administer onboarding by preparing employment contracts, offer letters, pre-employment screening requirements and other HR-related documents. Provide assistance when new employees are being onboarded, including arranging access to IT systems as appropriate, ensuring all tools are set up such as Mobile phone, laptop/desktop Administer off-boarding of staff ensuring exit interviews are completed, and the offboarding checklist is completed. Maintain accurate and up-to-date employee records (data entry), including personnel files, leave records, and training records utilising established HR systems, ensuring accuracy and timeliness. Assist the HR Manager with the implementation and monitoring of HR policies, procedures, and guidelines. Respond to first-line employee inquiries- referring to the HR Manager to coordinate next steps with discretion and professionalism. Support the HR Manager in conducting research and analysis on HR trends, best practices, and legislative changes. Assist with administration tasks in areas of training, HR-related events, meetings, OH&S and HR Support. Create and maintain efficient filing systems for primary documents and other hard copy files. 	<ul style="list-style-type: none"> Recruitment process are completed within acceptable and negotiated time frames. Staff onboarding is completed according to the onboarding checklist within agreed time frames. All staff are provided with equipment, ICT access and induction on their first day. All staff are offboarded correctly. HR file audits demonstrate accurate and compete record keeping. Key HR data is provided to the HR manager in a timely way.
General Office Administration	
<p>General administrative and ad hoc duties to support the general office area including reception duties and office management.</p> <ul style="list-style-type: none"> Assist other admin staff to perform daily office tasks including ordering supplies, collecting and sending mail, arranging office maintenance and office shopping Answer all incoming calls and direct them to the appropriate team members 	<ul style="list-style-type: none"> All incoming calls answered within desired timeframe and accurate messages and transfers made All office & IT repairs are facilitated immediately to ensure downtime is minimised. Timely purchase of office supplies including computer equipment, mobiles and furniture.

Core Responsibilities	Indicators of Success
<ul style="list-style-type: none"> Assist any office visitors or guests with their enquiries Ensure a high level of cleanliness within the office, and arrange necessary repairs if requested to. Maintain good relationships with office vendors and service providers, including Refuge Victoria outsourced IT provider, so that the best price negotiation can always be made Organise or assist with organizing office events and functions including staff and board planning days 	<ul style="list-style-type: none"> Processing client mail and deliveries Clean and tidy, hazard free, offices and staff kitchen. Is a valued member of the Corporate Services team. Is approachable and helpful.
Compliance & Continuous Quality Improvement	
<ul style="list-style-type: none"> Legislative compliance (including but not limited to Child Safety Standards, Social Services Standards, Privacy and Data Protection) Sound understanding of and adherence to Refuge Victoria Policies and Procedures Contribute knowledge in establishing new work-related tasks and procedures. Participate and contribute to organisational continuous improvement process 	<ul style="list-style-type: none"> Internal and external audits demonstrate full compliance with relevant legislation and requirements. Ability to work autonomously in line with Refuge Victoria Policies and Procedures within established worksite directions and case plans. Providing feedback when requested above potential new work-related tasks and procedures
Teamwork and Culture	
<ul style="list-style-type: none"> Liaising with team members to prioritise tasks. Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures. Role model respectful and professional behavior always including displaying initiative, honesty, fairness, transparency, and accountability in line with Refuge Victoria values 	<ul style="list-style-type: none"> Personal responsibility is evident for team cohesion in holding clients and colleagues in high positive regard. Evidence of participation in team meetings and other forums including professional development, and client activities in a positive, constructive and optimistic frame. Evidence that all interactions with staff and clients are consistent with Refuge Victoria values.
Other Duties	
<ul style="list-style-type: none"> Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers. Abide by Refuge Victoria Code of Conduct 	

Key Selection Criteria / Position Requirements

Qualifications	Desirable <ul style="list-style-type: none"> Post-secondary qualification in Business or related discipline is desirable. Knowledge of the SCHADS Award
Previous Experience	Desirable <ul style="list-style-type: none"> Experience in a similar role or relevant experience within HR, OH&S, Office management and/or Admin Experience working in the Family Violence sector.
Required Knowledge & Skills	Essential <ul style="list-style-type: none"> Familiarity with HR software systems (Employment Hero highly desirable) and proficiency in using MS Office Suite. The ability to communicate professionally and confidently at all levels. Excellent attention to detail and accuracy demonstrating strong organizational skills and with the ability to manage multiple tasks and meet deadlines. A high level of motivation and dedication. A collaborative, yet decisive approach
Personal Attributes & Values	<ul style="list-style-type: none"> Commitment to Refuge Victoria Values and Mission A high level of motivation and dedication. A collaborative, yet decisive approach Seeks guidance and support from manager when required. Self-motivated to seek out information, supports and resources.

Our Commitment to Child Safety

Refuge Victoria is committed to protecting children and young people from all forms of harm and abuse. As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at RV has a role to play in keeping children and young people safe and your role will support and drive this commitment, ensuring individuals and teams behave appropriately towards children and young people at all times.

Our Commitment to Health, Safety and Wellbeing

Refuge Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All Refuge Victoria employees are required to:

- Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor (including FreshDesk entry) and actively participate in hazard elimination where required.
- Contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- Foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.
- Participate in relevant health and safety training and inductions based on roles and responsibilities.
- Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors.

Immunisation

You are required to maintain appropriate levels of immunisation in accordance with Refuge Victoria workforce Immunisation/Screening Policies, in the interest of yourself, all staff, clients and visitors.

Our Commitment to Inclusion

Refuge Victoria strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:

- Aboriginal and Torres Strait Islander
- LGBTQI+
- People with disabilities
- People from diverse cultural and linguistic backgrounds
- People of all ages
- People with caring responsibilities
- People with diverse religious beliefs or affiliations.

All Refuge Victoria employees, contractors and volunteers are required to:

- Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity
- Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager
- Participate and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

Employment Screening and Required Documents

Refuge Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- An Australian Criminal History Check
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last 10 years
- a Current Employee Working with Children Check
- Full Victorian Drivers Licence
- Proof of COVID vaccinations.

Pre-Existing Injury

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.

Employee Position Declaration

I have read and understood the requirements and expectations of the above position description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the key accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

Employee Name:	Signature:	Date:
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