

## Position Description

<b>Position Title:</b>	<b>Human Resources and Quality Assurance Administrator</b>
<b>Service Area:</b>	Business Services
<b>Classification:</b>	<i>Social, Community, Home Care and Disability Services Industry Award 2010</i> Level 3
<b>Location:</b>	3 Powell Lane, Charters Towers, Qld, 4820.
<b>Reporting To:</b>	Workplace Health Safety and Training Manager
<b>Direct Reports:</b>	Nil
<b>Issue Date:</b>	17/04/2024

### The Organisation

Prospect Community Services Ltd. is a non-profit organisation managed by a Board of enthusiastic, community minded people. The organisation endeavours to identify, promote and develop the interests and needs of the Charters Towers community through the provision of a diverse range of programs and services.

Human Resources (HR) sits within Prospect Community Services Ltd.'s Business Services area, providing comprehensive customer-focused, pragmatic HR service and support to the business in line with strategic objectives and organisational policies and procedures.

### Position Purpose

The Human Resources and Quality Assurance Administrator will provide high quality operational and administrative support to the CEO and Management Team and contribute to the professional delivery of Prospect Community Services Ltd.'s Human Resources (HR) functions. The Human Resources and Quality Assurance Administrator will also support and promote the implementation and maintenance of Prospect Community Services Ltd. Quality Assurance Systems, processes, and activities.

### Position Responsibilities

The Human Resources and Quality Assurance Administrator is responsible and accountable for:

- Providing day-to-day operational and administrative assistance to the CEO & Management Team across all human resources functions (including, but not limited to: recruitment, selection, and induction, and onboarding).
- Maintaining the functionality, data integrity, and reporting capability of the organisation's Human Resources Information System (HRIS) or equivalent for both day-to-day operation and auditing.
- Maintaining accurate recordkeeping systems, and comprehensive filing and archiving systems.
- Maintaining complete, accurate, and current human resources records (including personnel files) in accordance with organisational policies and procedures and auditing requirements.
- Submitting accurate human resources and quality assurance reports in the required manner, form, and timeframe.
- Administering the organisation's onboarding and offboarding processes including Working With Children Checks and NDIS Worker Screenings.
- Serving as a member of recruitment selection panels as required.
- Performing and recording reference checks as required.
- Performing Drug and Alcohol testing in the workplace.
- Processing financial transactions in accordance with organisational systems, policies, and procedures.
- Allocation and monitoring of mandatory training.



- Supporting and promoting the implementation and maintenance of Prospect Community Services Ltd. quality assurance systems, processes, and activities.
- Creation and monitoring of I.T. access.
- Ensuring Prospect Community Services Ltd. quality management documentation remains current, complete, and accessible and available to all relevant stakeholders.
- Undertaking scheduled internal and external quality assurance audits in the required manner, form, and timeframes, and analysing results for recommendation of quality improvement actions.
- Promoting and supporting the implementation, monitoring, and review of the Prospect Community Services Ltd. Continuous Improvement system and activities.
- Minute taking and record keeping of monthly staff meetings and Board meetings.
- Taking reasonable care for their own health and safety and ensuring their acts or omissions do not adversely affect the health and safety of other persons.
- Complying with all related legislation, regulations, standards, codes, guidelines, and quality frameworks.
- Adhering to Prospect Community Services Ltd. policies, procedures, and guidelines.
- Undertaking such other reasonable tasks, duties, and projects as instructed by Prospect Community Services Ltd.

### Key Performance Indicators

- The organisation's Human Resource Information System (HRIS) or equivalent is maintained fit for purpose, is accurately and completely populated, and fully functional at all times.
- The organisation's documented Quality Management System is at all times current, complete and compliant, and accessible and available to all stakeholders.
- All employee onboarding and offboarding processes are implemented and administered in the required manner, form, and timeframes in line with published policies and procedures.
- Employee screening processes are implemented and administered in the required manner, form, and timeframes.
- Complete, accurate human resources and quality assurance records and reports are developed, maintained, and submitted (as applicable) in the required manner, form, and timeframes.

### Organisational Relationships

- Internal:** Business Services colleagues; other Prospect Community Services Ltd. service areas and team members (including new employees).
- External:** Prospective employees; service providers; government departments and agencies (e.g. Blue Card Services; Department of Communities, Disability Services and Seniors).

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## Key Selection Criteria

### Qualifications and Experience

- Demonstrated experience (minimum two (2) years) of working in an administrative environment. (essential).
- Proficient use of Microsoft software
- Hold or have the ability to complete the Qualification HLTPAT005 'Collect specimens for drugs of abuse testing'.

### Skills and Attributes

- Knowledge of, or willingness and capacity to develop knowledge of, contemporary HR principles and best practice,
- Knowledge of, or willingness and capacity to develop knowledge of AS/NZS ISO 9000:2016 *Quality management systems – Fundamentals and vocabulary* and AS/NZS ISO 9001:2016 *Quality management systems – Requirements*.
- Highly-developed interpersonal, negotiation, and verbal and written communication skills, with a strong customer service focus.
- High-level administrative, organisation, and time management skills, with demonstrated ability to manage the demands of a changing workload and prioritise competing demands.
- Acute attention to detail.
- Demonstrated ability to tactfully and professionally handle sensitive issues of a confidential nature, act with discretion, and maintain information confidentiality.
- Demonstrated ability to work effectively and collaboratively with a diverse range of internal and external stakeholders.
- Demonstrated ability to work flexibly and with initiative, with limited supervision.
- Punctual, reliable, self-disciplined, and able to meet agreed schedules and timelines and deliver agreed outcomes.

### Mandatory Requirements

- Current Queensland Driver Licence.
- Possession of, or eligibility to obtain, a current, valid Blue Card Positive Notice (Working with Children Check).
- Possession of, or eligibility to obtain, a current NDIS Worker Screening Prescribed Notice (Criminal History Screening).
- Ability to pass drug and alcohol screening.

