



ROLE DESCRIPTION

Role Title:	Human Resources Assistant
Classification Code:	ASO3
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)
Site/Directorate	Statewide Clinical Support Services (SCSS)
Department/Section / Unit/ Ward:	Corporate
Role reports to:	Director of Workforce
Role Created/ Reviewed Date:	September 2021
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:
<p>The HR Assistant works under general direction and exercises initiative and judgement. The incumbent will provide support to the SCSS Workforce by performing a variety of tasks that include:</p> <ul style="list-style-type: none"> • Providing HR administrative support to HR Business Partners; • Responding to general enquiries from staff and managers including providing general HR advice; • Liaising with Payroll in relation to workforce matters; • Assisting in recruitment and on-boarding of new staff; • Creating reports for senior management; <p>The incumbent will work with business leaders and line managers to assist in the identification and achievement of shared organisational objectives which supports in the areas of recruitment and selection, classification and position management, employee relations, training and development, HR compliance, organisational development, Work Health Safety and redeployment.</p> <p>The HR Assistant will support the implementation of proactive workforce strategies and interventions within services across the designated portfolio(s) in order to drive continuous improvement, performance and accountability and a culture that assures the achievement of the organisational workforce goals and objectives.</p> <p>The HR Assistant will work closely with the HR Business Partners to provide support to Executives, Directors and Senior Managers which contributes to the achievement of SA Government, SA Health and SCSS strategic goals and priorities.</p>

Key Relationships/ Interactions:

Internal

- Reports to the Director of Workforce.
- Works collaboratively and in partnership with the HR Business Partners;
- Maintains effective relationships with employees.
- Participates as a member of the Workforce Team.

External

- Consults, participates and liaises with HR and IR staff across SA Health.
- Shared Services SA
- DCSI

Challenges associated with Role:

Major challenges currently associated with the role include:

- Supporting a large, complex client base which has significant employee association demands.
- Influencing and assisting leaders to deliver effective decisions to support the current and future workforce requirements.
- Supporting significant change and reform agenda.
- Coordinating multiple historical and significant matters.
- High volume of workloads and priority management

Delegations:

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- Code of Fair Information Practice.
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the Seniors of the South Australian Government's Risk Management Policy to work as appropriate.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993 (Cth)* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)*.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Delivery of services and support in HR Management, Planning and Implementation.</p>	<p>Provide HR support services across the designated portfolio(s) to ensure the achievement of operational business goals by:</p> <ul style="list-style-type: none"> • Assisting in gathering information and preparing documentation associated with recruitment, promotional interviews, classification management, performance management, disciplinary matters, positional management, appeals and remuneration assessment processes to support consultancy advice. • Working in conjunction with the HR Business Partners to review and develop HR practices which ensure a consistent approach is developed and maintained. • Assisting with the monitoring and preparation of necessary paperwork and correspondence to ensure adherence with the current HR Delegations of Authority and comply with SA Health frameworks and legislative requirement. • Extracting, preparing, researching and developing reports on HR information for presentation either to HRBP/Manager P&C or to directorates, where appropriate in conjunction with Business Consultants. • Supporting the development, monitoring and evaluation of information on the local intranet site to ensure information provided to managers/employees is accurate and up to date. • Ensuring that human resources related information/resources are easily accessible, file structure is effectively managed and up to date. • Supporting and contributing to the training of HR Administrative staff on a range of HR operations, including relevant policies, efficiency, risk and best practice.
<p>HR Business Partnering, consultancy and advice</p>	<p>Provide general human resource management advice to leaders and staff across the designated portfolio by:</p> <ul style="list-style-type: none"> • Positively, accurately and timely response to, and developing collaborative working partnerships with, businesses, and relevant key staff and external stakeholders to practically assist on operational issues regarding conditions of employment, departmental HR policies, industrial instruments, local procedures and other SA Public Sector guidelines. • Providing accurate and timely HR advice to managers and staff, and. • Contributing to the development and maintenance of a client focussed business partnership approach to the delivery of HR consultancy and advice services within respective portfolios. • Assisting and supporting management in discussions with employee associations, staff and work site representatives. • Identify and respond to any trends identified that contribute to organisational or people risks. • More complex advices responded to in conjunction with HRBP and/or Manager P&C.
<p>Project and Policy support</p>	<p>Support the project and policy needs of the designated portfolio(s) by:</p>

	<ul style="list-style-type: none"> • Contribute to the development, implementation and evaluation of SCSS / CALHN, SA Health wide human resources plans and policies. • Undertaking minor research activities and projects into a range of human resource practices. • Providing a project support role on a wide range of issues. • Preparing reports with appropriate preliminary recommendations. • Reviewing and investigating current processes to provide recommendations for improvement and further development.
Divisional Effectiveness	<p>Ensure the delivery of customer focussed Workforce activities and projects by:</p> <ul style="list-style-type: none"> • Operating within SA Health wide Workforce policies and procedures which lead to a standardised, best practice system of Human Resource Management service provision across SA Health. • Participate in a culture, which is highly responsive to the needs of our business partners and external clients. • Continually reviewing HR processes and systems to ensure maximum effectiveness to serve the needs of the service

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- N/A

Personal Abilities/Aptitudes/Skills

- Sound level of communication skills including the ability to provide advice and options to a diverse range of people concerning people management policies and procedures, both verbally and in writing.
- Demonstrated interpersonal skills, which facilitate effective working relationships which gains the trust and cooperation of team members as well as with leaders and other staff.
- Demonstrated ability to work effectively under general direction, exercise initiative and judgement.
- Ability to effectively work both individually and as part of a team.
- Ability to effectively manage high volumes of work, determine priorities and organise work to meet deadlines.
- Ability to undertake minor research activities and prepare correspondence of a sometimes sensitive and highly confidential nature.

Experience

- Experience in a HR environment
- Experience in researching and analysing information and preparing reports.
- Experience in working with frameworks and guidelines, then interpreting them to apply within a business operating context.

Knowledge

- Possess a broad understanding and/or awareness of contemporary HR practices and approaches, human resource management and procedures and their application with the SA Public Sector,
- An awareness of the HR framework within the SA Public Sector which includes awards, guidelines, determinations and relevant legislation.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network:

Central Adelaide LHN is responsible for promoting and improving the health of central metropolitan Adelaide and the broader community by providing integrated health care and hospital services.

Central Adelaide LHN brings together the hospitals of (Royal Adelaide Hospital [RAH] as a major tertiary facility, The Queen Elizabeth Hospital [TQEH] as a general hospital, and our rehabilitation hospitals Hampstead Rehabilitation Centre [HRC] and St Margaret's Rehabilitation Hospital [SMRH]), and a significant number of mental health and primary health care services. Central Adelaide LHN also governs a number of statewide services including SA Dental Service, SA Prison Health Service, BreastScreen SA and DonateLife SA, and has financial administrative responsibility for Statewide Clinical Support Services incorporating SA Pathology, SA Medical Imaging and SA Pharmacy.

Health Network/ Division/ Department:

The People and Culture team provides business focused support to the Central Adelaide Health Network through the provision of a range of HR related services delivered via a business partnering model.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- We are committed to the values of integrity, respect and accountability.
- We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: