



ROLE DESCRIPTION

Role Title:	Human Resources Officer
Classification Code:	ASO3
LHN/ HN/ SAAS/ DHW:	SAAS
Division:	Workforce
Department/Section / Unit/ Ward:	Human Services
Role reports to:	Team Leader HR Support and Workforce Data
Role Created/ Reviewed Date:	October 2018
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<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:

The Human Resources Officer is accountable to the Team Leader HR Support and Workforce Data for the provision of a confidential, quality and timely HR advice, including the provision of advice on a range of operational human resource and administrative procedures.

The Human Resources Officer will assist Human Resource Consultants in the provision of an advisory and administrative service on human resource matters of reasonable complexity whilst maintaining efficient work practices and upholding SAAS values.

The Human Resources Officer works under general direction, exercises initiative and judgement and is responsible for building relationships, which support managers and staff, as well as promoting and modelling Human Resource best practice within SAAS.

Key Relationships/ Interactions:

Internal

- > The Human Resources Officer works in partnership with other members of the Human Resource team and reports to the Team Leader HR Support and Workforce Data.
- > The Human Resources Officer liaises with others within the Workforce Directorate and works in partnership with SAAS managers and employees.

External

- > Shared Services SA
- > Department of Human Services
- > Maxxia (and other salary sacrifice organisations)

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Dealing with competing priorities and deadlines.
- > Providing Human Resource advice at various levels of complexity.

Delegations:

N/A

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Human Resources Support	<p>Contribute to the provision of an efficient and effective HR support function, and associated services by:</p> <ul style="list-style-type: none"> > Providing accurate advice and practical assistance to managers/employees on operational issues relating to HR policies and procedures, SA Public Sector guidelines and other conditions of employment > Monitoring the Vacancy Management System and providing advice to managers regarding the process and requirements of filling vacancies (advertised and non-advertised) > Coordinate the administration of employee entitlements and benefits, including salary sacrifice. > Analysing information from the VMS requisitions and providing human resource advice for the relevant delegates' consideration in relation to vacancies (advertised and non-advertised) as part of the Vacancy Management System > Contribute to the preparation and distribution of general HR correspondence to relevant directors and managers. > Validating and processing documents associated with, and provision of information related to, position vacancies and appointment processes > Managing and maintaining databases and systems relating to a broad range of human resource information and issues in a timely and accurate manner > Contributing to the maintenance of the employee staffing establishment > Positively responding to, and developing collaborative working partnerships with key stakeholders > Timely preparation of standardised employment contracts as directed, in accordance with the SA Health framework > Liaising with relevant managers and Shared Services SA and advising on a range of HR related matters including selection processes and appointment, staffing, payroll, the bonafide process, leave taken issues and other operational HR support

	<p>functions.</p> <ul style="list-style-type: none"> > Administering, entering and securely maintaining confidential personnel records, data and information on the HRMS > Assisting with the preparation and distribution of general HR correspondence to relevant directors and managers > Providing appropriate guidance, support and training to HR Administrative staff on a range of HR Operational matters, taking into account relevant policies, risk and best practice and referring more complex matters to the HR Co-ordinator/Senior/HR Consultant as appropriate > Providing a range of other general administrative support to the Workforce Team as directed, including supporting routine financial activities by facilitating third party payments by utilising online invoicing
Recruitment Service	<ul style="list-style-type: none"> > Provide advice and assistance on the relevant processes and procedures for the filling of vacancies and appointment of employees in accordance with the SA Health Recruitment Framework and Whole of Government Guidelines > Provide advice to delegates as part of the Vacancy Management System > Co-ordinate the internal advertising process through the Jobs SA or alternative internal job boards in accordance with SA Health and While of Government Guidelines > Post jobs to appropriate job boards in accordance with agreed recruitment strategy
Visa Processing	<ul style="list-style-type: none"> > Process visa submissions and monitor visa applications > Ensure that visa application details are recorded and that all movement of visa holders is captured and reported to the Department of Home Affairs as required
Contribute to the Effective Operation of the Unit	<p>Ensure the activities of Human Resources are customer focussed by:</p> <ul style="list-style-type: none"> > Contributing to an integrated team approach and culture inclusive of other locally based Workforce Services which is highly responsive to the needs of business partners and external clients > Contributing to the promotion and implementation of the object and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the SA Public Sector) > Adhering to the provisions of relevant legislation including, but not limited to the Equal Opportunity Act 1984, Work Health and Safety Act 2012 Awards and Enterprise Agreements > Ensuring that the Human Resources service provided is customer focused, operates in an integrated team approach and culture and is highly responsive to the needs of our business partners and external clients > Demonstrating appropriate behaviours which reflect a commitment to SAAS's values and strategic directions > Participating in the organisation's performance review and development program which will include a regular review of the

	<p>employee's performance against the responsibilities and outcomes of their position</p> <ul style="list-style-type: none"> > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Sound level of communication skills and organisational skills, including the ability to provide advice to managers and employees regarding human resource policies and procedures, both verbally and in writing.
- > High level interpersonal skills which facilitates effective working relationships.
- > Proven ability to identify and respond effectively to the requirements of the customer.
- > Ability to work in a team environment, to support effective liaison with staff at all levels whilst maintaining confidentiality.
- > Ability to work effectively under general direction, exercise initiative and judgement, both individually and as part of a team, effectively managing high volumes of work, determine priorities and organise work to meet deadlines.
- > High level attention to detail, data integrity and ability to analyse information.

Experience

- > Experience in human resource administration/support/recruitment functions, including researching and analysing information and providing advice.
- > Experience in the use of human resources management systems/databases.
- > Experience in working with frameworks and guidelines, then interpreting them to apply within a business operating context.

Knowledge

- > Possess an understanding of contemporary HR practices and approaches, human resource management and procedures and their application with the SA Public Sector, including awards, guidelines, and Agreements.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > N/A

Personal Abilities/Aptitudes/Skills:

- > Sound level of communication skills and organisational skills, including the ability to provide advice to managers and employees regarding human resource policies and procedures, both verbally and in writing.
- > Interpersonal skills which facilitate effective working relationships.
- > Proven ability to identify and respond effectively to the requirements of the customer/staff member.
- > Ability to work in a team environment, to support effective liaison with staff at all levels whilst maintaining confidentiality.
- > Ability to work effectively under general direction, exercise initiative and judgement, both individually and as part of a team, effectively managing high volumes of work, determine priorities and organise work to meet deadlines.
- > Attention to detail, data integrity and ability to analyse information.

Experience

- > Experience in human resource administration/support/recruitment functions, including researching and analysing information and providing advice.
- > Experience in the use of human resources management systems/databases.
- > Experience in working with frameworks and guidelines, then interpreting them to apply within a business operating context.
- > Experience with public sector Awards, Enterprise Agreements, and the SA Government Frameworks & Guidelines.

Knowledge

- > Possess an understanding of contemporary HR practices and approaches, human resource management and procedures and their application with the SA Public Sector, including awards, guidelines, and Agreements.

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 Criminal and Relevant History Screening Assessment clearance.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening Assessment 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.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

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

- > *Work Health and Safety Act 2012 (SA) - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act 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 for Health Care Workers in South Australia Policy Directive.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *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 principles of the South Australian Government's Risk Management Policy to work as appropriate.*
- > *The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.*

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.

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.

Resilience:

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

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 Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

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

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.

SA Ambulance Service:

SA AMBULANCE SERVICE VISION

An innovative, patient focussed, technology enabled, evidence driven, emergency response and health care ambulance service; achieved by exceptional people.

PURPOSE

To ensure South Australia thrives by enabling access to emergency and non-emergency ambulance health care and alternative patient pathways while contributing to our State's emergency preparedness and health response capability.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect patient focused, integrity and honesty, community collaboration, teamwork, respect and courtesy, change ready and authentic leadership. These values drive how we conduct our business and how we behave. We aim to uphold our values every day and recruit to those values. We will ensure we have a culture that is **Respectful, Inclusive, Supportive and Equitable (RISE)**.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

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.

SA Ambulance Service Values



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 sector 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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V8	12/02/2020	07/01/2021	Updated the Paramedic Registration clause in the essential minimum requirements
V9	07/01/2021	02/02/2021	Added integrity statement within the Code of Ethics
V10	02/02/2021	27/03/2024	Amended an error within the Paramedic Registration clause in the essential Minimum Requirements
V11	28/03/2024	Current	Updated SAAS values