

Position Description

Job title: HR Coordinator (22.5 hours)

Location: Gordon

Reports to: Community Engagement Manager

Objectives of this role

- In conjunction with the Leadership team, develop and deliver the HR initiatives to support the Lifeline's workforce.
- Act as an HR point of contact for Managers and the workforce, establish and maintain effective relationships, and provide HR advice that delivers people management outcomes that add value.
- Contribute to workforce (paid and volunteer staff) experience and the organisation's culture by supporting onboarding, engagement, development, performance management and retention;
- Help drive learning and development initiatives to increase capability and performance, and collaborating on people and culture-related projects;

Position Summary

Key Accountabilities	Tasks
Coach & Support Managers	<ul style="list-style-type: none"> • In conjunction with the Leadership team, develop and deliver the HR initiatives to support the Lifeline's workforce. • Act as an HR point of contact for Managers and the workforce, establish and maintain effective relationships, providing HR advice that delivers people management outcomes that add value. • Champion onboarding and offboarding processes by ensuring they are high-quality and up to date
Facilitate an engaging culture and compliant people policies and processes	<ul style="list-style-type: none"> • Coordinate the annual performance review cycle across the workforce • Consider appropriate learning and professional development opportunities (in consultation with the management team) for the whole workforce that aligns with the strategy, including coaching and mentoring opportunities for all staff and volunteers.
HR Policies and workplace behaviour	<ul style="list-style-type: none"> • Provide guidance to Managers and Coordinators on the interpretation of HR and WHS policies and procedures • Act as a trusted point of contact for concerns, issues or complaints from the workforce • Facilitate informal and formal processes relating to workplace wellbeing, conflict resolution and acceptable behaviour • Support managers and supervisors on the resolution of concerns, investigations and/or grievances

Qualifications and Experience

Essential

- A tertiary qualification in Business Management, HR, or other relevant qualification or experience.
- A minimum of 2 years' experience in a similar role with demonstrated human resources skills
- Flexible and hands-on approach with proven ability to work in a team and a proven ability to work with competing deadlines and priorities
- Exceptional communication and interpersonal skills and an ethical mindset
- Strong problem-solving and conflict-resolution skills
- Understanding of IT systems in a medium-sized office
- An understanding of policy, laws and regulations related to HR

Desirable

- Previous experience working with Not For Profits
- Previous experience working with volunteers

Manager name: _____ Signature: _____

Staff member: _____ Signature: _____

Date: _____