

CAPITAL HEALTH NETWORK

POSITION DESCRIPTION

Position description	
Position title	Human Resources Officer
Business unit	Office of the CEO
Employment	Level 3
Accountability	Senior Manager Corporate Operations.
About Capital Health Network As the ACT's Primary Health Network (PHN), Capital Health Network (CHN) aims to integrate health care in the ACT region, promote health equity and improve health outcomes. We address community needs by collaborating with consumers, funding organisations, health professionals, community partners and other key stakeholders to improve health outcomes. We are unique in our ability to support general practice and more broadly, to design services that fill gaps and deliver lasting improvements to the value and quality of ACT health services. Capital Health Network values and Competency Framework Respect: We engage respectfully, listen and respond Inclusion: We embrace diversity of thought and bring together a range of voices to inform our work Collaboration: We build and invest in strong and enduring relationships, focused on shared goals. Accountability: We act with integrity, are transparent, encourage feedback, and report back to our community Adaptability: We are adaptive and flexible in the way we respond to community health needs. We empower our staff, service providers and partners to innovate and adapt to deliver outcomes.	
Responsibilities	
Primary purpose of position	The Human Resources Officer provides practical, responsive and customer-focused HR support across the employee lifecycle, including recruitment, onboarding, reporting, policy and procedure support, case management and general HR administration. The role works collaboratively with managers and employees to deliver accurate, well-coordinated HR services, maintain high standards of confidentiality and data integrity, and support compliance with relevant employment, workplace health and safety, and organisational requirements. The position contributes to a positive and inclusive organisational culture by assisting with WHS, wellbeing, learning and development, and continuous improvement initiatives that strengthen the employee experience and the effectiveness of the HR function.
Duties	1. Provide internal customer service across a range of Human Resources matters which may include advice and interpretation of policy, procedures, Enterprise Agreement, Awards and Legislation. 2. Coordinate recruitment processes, including: a. Position description development. b. Job advertising, and facilitating the interview process. c. Coordinating and completing reference checks and offers of employment. d. Assisting with proactive recruitment activities and campaigns.

	3. Completion of the end-to-end employee onboarding including: a. Preparation of contracts, offer letters and other employment documentation. b. Liaising with the payroll and finance teams. c. Accurate administration and data entry of new employee paperwork and compliance checks. 4. Provide general HR administration support including: a. Management of the HR function inbox. b. Assisting with HR compliance activities such as police checks, reporting, employee data maintenance, and data management. c. HR information systems administration. d. General HR administration as required. 5. Supporting case management activities including: a. Administration and records keeping. b. Coordinating and at times leading cases. c. Acting as the return-to-work coordinator as required. d. Review and advise on matters of compliance. 6. Supporting WHS activities including: a. WHS audits. b. Wellbeing and WHS initiatives and projects. c. Participation on WHS committees and groups. d. Developing and delivering learning activities. e. Assisting staff with WHS management such as setting up workstations and supporting adjustments. f. Conducting risk assessments. 7. Supporting Learning and Development initiatives and planning including: a. Assisting leadership with identifying Learning and Development initiatives. b. Development of annual Learning and Development planning. c. Coordination of events. d. Maintaining training registers. 8. Contribute to continuously improving the efficiency and effectiveness of processes, procedures and policies to meet current and emerging needs. 9. Contributing to the implementation of quality control procedures and certification requirements, including the accurate maintenance of employee records, and data management. 10. Other duties as directed, consistent with the classification level of the position.
Competencies	
Role Competencies	Qualifications: 1. Minimum completion of Certificate III in relevant subject area with work related experience in Human Resources, or equivalent combination of experience and training. 2. A Certificate IV in human resources or WHS with minimum 4 years work experience in a similar role is highly desired.

	Knowledge, experience, and skills: 1. Demonstrate a clear ability to understand the Australian industrial relations, and contemporary employment frameworks, policy and procedure application. 2. Proven experience planning, implementing and coordinating effective processes. 3. Demonstrated success in providing advice to employees and leadership on basic to intermediate employee relations matters. 4. Proven ability managing WHS or Employee relations issues respectfully and tactfully using sound judgment. 5. Demonstrated knowledge and application of risk management principles 6. Demonstrated ability to develop and deliver training events, lunch and learns/tool box talks. 7. Strong critical thinking and decision-making skills with the ability to use initiative and make well-informed decisions to solve problems. 8. Demonstrated high levels of professional conduct and confidentiality. 9. Ability to communicate with people at all levels of the organisation demonstrating strong interpersonal, communication and relationship building skills. 10. Demonstrate high attention to detail, with an ability to identify issues and propose practical solutions to provide meaningful outcomes. 11. High level of proficiency in the use of technology along with demonstrated experience in the operational use of human resource management and information systems. 12. Experience reviewing and developing policies and procedures advantageous.
CHN Competencies	<i>Strategic thinking:</i> We use our foresight and environmental awareness to add value.
	<i>Resourcefulness:</i> We generate evidence-based solutions.
	<i>Relationship Management:</i> We invest in strengthening internal and external relationships.
	<i>Data Literacy:</i> We navigate data systems and protect data assets.
	<i>Cultural competence:</i> We understand, appreciate and cooperate with all cultures and beliefs.
	<i>Embracing ambiguity:</i> We rise to the challenge of uncertainty and the unknown.
	<i>Leading:</i> We each play a leadership role.