



Aboriginal Family Support Services
Together with the community

Human Resources Business Partner

Salary \$106,407.60 | Full Time

Plus, superannuation and salary sacrifice

Aboriginal and Torres Strait Islander people are strongly encouraged to apply

Your new employer

Aboriginal Family Support Services is a lead Aboriginal Community Controlled Organisation that has been providing services to Aboriginal families and communities across South Australia for over 44 years.

Your new role

As a Human Resources Business Partner, you will play a crucial role in actively integrating the business strategy with people management practices to drive organizational success. Responsibilities will include:

- Providing advice on employee and industrial relations matters
- Interpreting and providing strategic advice on employee relations, employment legislation, awards, and enterprise agreement matters
- Coaching and advising managers and leaders within AFSS on effective practices that align with the requirements of the organisation's Strategic and Operational plans, policies and procedures
- Return-to-Work, responsible for facilitating the safe and timely return to work of employees who have sustained injuries or illnesses.

The ideal candidate will possess exceptional analytical and problem-solving skills, with the ability to interpret complex data and develop innovative solutions to drive business growth and improvement. If you thrive in a fast-paced environment and have a passion for Human Resources, we invite you to apply.

You will have

- Demonstrated high-level organisational skills and critical thinking skills.
- Well-developed interpersonal skills with the ability to consult, negotiate, influence and resolve complex issues with managers and employees in a manner that maintains trust, builds rapport, and fosters collaborative relationships
- Demonstrated knowledge and understanding of HR principles and best practice
- A sound understanding of Work Health Safety best practices and legislation

To be successful you will need

- A current South Australian Working With Children Check (WWCC)
- A valid Australian Driver's Licence
- A Safe Environments for Children and Young People Certificate
- Unrestricted eligibility to work in Australia
- National Police Clearance
- A tertiary qualification Human Resources Management or related area of Studies.
- Return-to Work Coordinator certificate is desirable.

Don't have a WWCC? You can apply on-line at www.sa.gov.au/screening

Working in a not for profit agency you can salary sacrifice to increase your take home pay.

If this sounds like you scroll down to view the Job and Person (J&P) Specification

Then tell us in a 2 page cover letter (that reflects the Job and Person Specification) how your skills match the job requirements and send this with your resume to recruitment@afss.com.au

For more information please call **Hazel Stackhouse** on 0419242775

Applications close 9 am Friday 7 February 2025

We look forward to receiving your application, however if you do not provide a 2 page cover letter telling us how your skills and experience match the listed KRA'S in the Job and Person Specification, we are unlikely to consider your application. AFSS reserves the right to commence interviews prior to closing date and may fill the role if suitable candidates are identified.



Aboriginal Family Support Services

Job and Person Specifications

Position Details	
Position	Human Resources Business Partner
Program	Human Resources, Health, Safety & Environment
Classification	Social, Community, Home Care and Disability Services Industry Award 2010 Level 6, Step 1
Hours	Full time
Hours per week	38 hours per week
Duration	Ongoing
Probation Period	Six months
Location	Adelaide, SA.
Reports to:	Senior Manager, Human Resources, Health, Safety & Environment
Direct reports:	Nil
Effective date	January 2025
Mandated Notifier	Aboriginal Family Support Services provides residential care services for children, and the incumbent, like all employees, is a Mandated Notifier as prescribed by the Children and Young People (Safety) Act 2017 (SA).



Aboriginal Family Support Services

Job and Person Specifications

Program Overview	
This is a diverse range of HR services supporting the organisation, employees, and stakeholders. The duties and responsibilities in this Job and Person Specification are not exhaustive and other tasks may be assigned	
Position Objectives	
The HR Business Partner is responsible for contributing to and facilitating the development and implementation of a wide range of innovative, efficient and effective human resource activities and services to managers and employees.	
Job Specifications	
Key Result Areas	The Key Result Areas outline the key expectations of the employee. They align with the requirements of the AFSS Strategic and Operational Plans and AFSS Policies and Procedures. The employee will be required to participate in regular supervision against each of the Key Result Areas as detailed below.
Key Result Area One HR and safety advice	<p>Contribute to the administration of AFSS Human Resources (HR) by:</p> <ul style="list-style-type: none"> • Management of the Return to Work of ill and injured employees, supporting people leaders and employees in relation to work related or non-work-related injuries within your portfolio or in another area when required. • Responding to staff enquiries, grievances and complaints in an efficient and effective manner • Providing advice on employee relations, grievance handling/dispute resolution, disciplinary and performance management issues • Providing advice and support on recruitment, succession planning and staff development • Providing regular updates to the Senior Manager, Human Resources, Health, Safety & Environment when required
Key Result Area Two Effective communication	<ul style="list-style-type: none"> • High level of communication and organisational skills with a focus on attention to detail • Ability to prioritise requests while maintaining high standards and accuracy • Sound analytical and problem-solving skills • Collaborative team member with integrity, self-motivation, determination and resilience • Liaising with return-to-work specialists, the claims agent, injured/ill workers to promote the safe return to work of affected workers. • Ability to use Microsoft applications, accurate report writing, including workplace investigation reports • Maintaining confidentiality as required for dealing with sensitive information
Key Result Area Three Workplace Investigations	<p>Writing investigation case file notes and investigation reports and maintaining records on the confidential HR system.</p> <ul style="list-style-type: none"> • Conduct thorough and impartial investigations into HR-related concerns, such as workplace misconduct, discrimination, harassment, policy violations or care concerns • Provide guidance and support in resolving employee relations issues, ensuring a culturally sensitive approach to conflict resolution • Collect and analyse evidence, interview relevant parties, and prepare detailed investigation reports



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Job and Person Specifications

	<ul style="list-style-type: none"> • Make recommendations for corrective actions or policy revisions based on investigation findings • Consult with the Senior Manager, Human Resources, Health, Safety & Environment and ensure adherence to all legal requirements in investigations
<p><u>Key Result Area Four</u></p> <p>Administration and Transparency</p>	<ul style="list-style-type: none"> • Adhere to the Government of South Australia’s Information Sharing Guidelines, which are designed to give providers of services to children, young people and adults, confidence in sharing information to prevent harm or respond to current threats to safety and wellbeing • Ensure efficient and accurate HR data recording for areas within the respective portfolio, providing data when required for HR Board Reports • Making use of the appropriate time keeping processes at AFSS including the Attendance Register and the use of Outlook Calendar to record daily movements, meetings and other work-related commitments • Ensuring that Application for Leave forms and supporting documentation (Medical Certificates) are lodged within appropriate timeframes
<p><u>Key Result Area Five</u></p> <p>Return to Work</p>	<p>Undertaking the duties and responsibilities in relation to Return-to-Work, responsible for facilitating the safe and timely return to work of employees who have sustained injuries or illnesses.</p> <ul style="list-style-type: none"> • Develop and implement a comprehensive return to work program in line with legislative requirements • Collaborate with employees, management, and healthcare providers to create customised return to work plans • Monitor and adjust plans to ensure a successful return to work • Act as a liaison between employees, healthcare providers, and management to facilitate open and effective communication • Provide regular updates to all stakeholders regarding the progress of return-to-work plans • Collect and analyse data related to workplace injuries and illnesses. • Provide support and guidance to employees throughout the return-to-work process
<p><u>Key Result Area Six</u></p> <p>Polices and Procedures</p>	<p>The HR Business Partner specialising in Policy and Procedures plays a critical role in developing, implementing, and maintaining HR policies and procedures within the organization</p> <ul style="list-style-type: none"> • Collaborate with HR leadership to create and update HR policies and procedures • Facilitate the communication and rollout of HR policies to employees and managers • Provide guidance and training on policy compliance • Monitor changes in Child Protection laws, legislative requirements and regulations, updating policies accordingly • Conduct periodic policy audits to ensure adherence • Provide guidance and support to resolve employee relations issues following established policies and procedures
<p><u>Key Result Area Seven</u></p> <p>Coaching and Advising</p>	<p>Develop and deliver programs to educate employees and managers on HR policies and procedures.</p> <ul style="list-style-type: none"> • Coach and advise managers and leaders within AFSS on effective leadership practices that promote a culturally sensitive and supportive work environment • Provide Support in conflict resolution techniques, sensitivity and mediation skills to address disputes within the organisation • Conduct information sessions on preventing discrimination, harassment, and promoting inclusion



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Job and Person Specifications

	<ul style="list-style-type: none"> • These coaching and advising responsibilities aim to ensure that the job and person specifications developed for AFSS are culturally sensitive, inclusive, and in alignment with the organisation's goals and values
<p>Key Result Area Eight</p> <p>Service Excellence and Continuous Improvement</p>	<p>Maintain and model an ongoing commitment to continuous improvement in the provision of services to internal and external customers by:</p> <ul style="list-style-type: none"> • Actively demonstrating commitment to Service Excellence • Demonstrated ability to function autonomously when required as well as a strong focus on teamwork • Abiding by AFSS policies and procedures, and Strategic and Operational Plans • Participating in continual improvement processes across all levels of AFSS • Act as an ambassador for AFSS during all interactions with clients, communities, partner agencies and services

Person Specifications	
<p>Physical Requirements</p>	<ul style="list-style-type: none"> • This position requires the ability to operate standard equipment and keyboards • While performing the duties of this job, the employee may be regularly required to sit, stand, walk, talk, see, and hear • Performing administrative duties that require use of a phone, computer, monitor, keyboard, and mouse • Standing or sitting for periods as required • Speaking clearly so listeners can understand • Undertaking light manual tasks that may involve forward or backward bending/twisting at the waist, pushing, pulling, lifting light objects, including shopping bags etc. • Driving an AFSS vehicle, in accordance with WHS requirements below
<p>Psychological Requirements</p>	<ul style="list-style-type: none"> • Self-management – Ability to plan, Prioritise and organise your workload in a way that contributes to successful outcomes • Able to remain calm whilst managing multiple tasks effectively • Ability to adapt and respond appropriately in changing situations or when under pressure • Be able to work under tight deadlines • The employee must maintain emotional control under stress • Ability to appropriately communicate with staff at all levels • Ability to display a positive and helpful attitude • Ability to take initiative, work independently and work with minimal supervision • While performing the duties and responsibilities, needs to execute a set of manners, behavioral disposition, and etiquette • Able to focus and be productive • Excellent problem-solving skills and attention to detail • Effective time management • Leadership requires a wide range of Psychological Skills Including Strategic Thinking, Problem Solving, Communication and emotional Intelligence • Problem-solving skills - Identify the problem and generate possible solutions
<p>Qualification</p>	<ul style="list-style-type: none"> • A tertiary qualification Human Resources Management or related area of studies. • Return-to-Work Coordinator Certificate is desirable



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Job and Person Specifications

<p>Technical Knowledge & Experience</p>	<ul style="list-style-type: none"> • Extensive HR and employee relations experience of providing HR support and advice to management and staff, with proven high volume HR Administration for medium + organisation • Demonstrable experience in conducting effective negotiations and consultation with unions, employee representatives, management and staff to achieve satisfactory outcomes and objectives • Ensure to have an understanding of Work health safety matters and the WHS ACT. • Skills to review and communicate policies, procedures, programs and initiatives relating to HR and employee relations • Experience and knowledge of conflict resolution and workplace investigations are essential • Experience in providing a high-level consultancy service to management with regards to interpretation and providing expert/specialist and strategic advice on employee relations, employment legislation, awards, and enterprise agreement matters <p>Experience of the Social Community, Home Care and Disability Services Industry Award (2010) will be highly regarded</p>
<p>Skills</p>	<p>Demonstrated high-level organisational skills, very strong levels of accuracy and reliability, communication skills, analytical and problem-solving skills and an ability to positively interact with AFSS staff and management. Intermediate level of MS Excel & MS Office skills with an aptitude for using systems to improve efficiencies</p>
<p>WHS</p>	<p>AFSS is committed to WHS across all activities and program areas and all employees are required to actively participate in WHS policies, practices, and procedures</p> <ul style="list-style-type: none"> • Ensure understanding of and compliance with all current organization policies, procedures, and work practices relevant to workplace Health, Safety and Welfare in the workplace • Take personal responsibility for adopting safe work practices in all activities undertaken including ensuring no activities undertaken will adversely affect the health, safety, and welfare of other persons • Obey all reasonable instructions in relation to health and safety at work • Participate in the development of site and agency-based policies and procedures where required • Follow the procedure regarding the use of AFSS vehicles in the workplace • To drive safely, in accordance with Australian Road Rules, SA (or other state if applicable) • To assist in maintaining AFSS vehicles in a safe condition, to conduct visual vehicle inspections, report suspected or unsafe vehicle conditions and to demonstrate safe driving practices to other road users • All AFSS employees have an obligation to always work safely and not endanger their own well-being or the well-being of others. This includes employees at AFSS as well as members of the public. Furthermore, all employees are obligated to report any hazardous circumstances or potentially hazardous circumstances as soon as they become aware of them <p>The incumbent must be fit to undertake the tasks of their role and be able to maintain this throughout their employment and will be required to report any condition, physical or psychological, or medication that impact their capacity to safely fulfil their role.</p>



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Job and Person Specifications

Travel	Intrastate and interstate travel involving overnight absences may be required in some roles. Including the requirement to fly on smaller planes and drive extensively in the regional areas.
Licences / Screening	This position requires the incumbent to hold and maintain: <ul style="list-style-type: none">• Valid and full South Australian Driver's Licence• Safe Environments for Children and Young People Certificate• Working with Children Check• National Police Check• Unrestricted rights to work in Australia
General	The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Acceptance of Job and Person Specifications

Employee

Name:	
Signature:	
Date:	