

POSITION DESCRIPTION

Position title:	HR Support Officer (Clinics)
Contract:	6 Month Contract
Employer:	Jean Hailes Foundation
Location:	East Melbourne/ Clayton / Hybrid
Department:	Human Resources
Supervisor/Manager:	HR Adviser
Date:	May 2023

Background

Jean Hailes for Women's Health ("Jean Hailes") is a national not-for-profit organisation dedicated to improving women's health throughout the various stages of their lives.

We combine research, clinical care and practical education for women and health professionals. Our key point of difference is that we provide independent, credible advice, information and education on women's health issues to the community and to health professionals.

Department

The Jean Hailes Clinics are highly regarded multi-disciplinary specialist women's health clinics. One clinic is located in East Melbourne and the other in Clayton. The Clinical Operations team (nurses and non-clinical practice staff) supports the delivery of a wide range of high-quality clinical services from approximately 40 specialist health contractors.

Summary of position

Based across our clinic locations, this role is responsible for supporting the Head of Clinical Operations across the employee lifecycle providing HR support and advice to attract, maintain and motivate a high performing clinic team whilst ensuring legal compliance and best practice.

Key job requirements and responsibilities

HR Responsibilities

- Working closely with the HR Adviser, Head of Clinical Operation and employees, providing ongoing support and guidance in relation to HR matters
- Assist managers with the end-to-end recruitment for administration clinical employees
- Conduct the induction and onboarding process for new employees
- Maintain HR policies, procedures
- Manage clinician contracts
- Co-ordinate learning and development opportunities for employees

- Acting as the OH&S officer and overseeing organizational OH&S reporting and responses
- Advising and assisting with any performance management, organisational restructures and redundancies on an as-need basis
- Managing staff grievances, disputes and investigations as needed
- Ensure Human Resource Information System (HRIS) remains accurate and up to date.
- Be a champion of the Jean Hailes values, CARES and act as an ambassador of the values

General

- Other duties, consistent with above, as directed
- Develop and maintain excellent working relationships with relevant stakeholders

Relationships

Direct Reports

- N/A

Internal Relationships

- Chief Executive Officer
- Medical Director
- Financial Controller
- Clinical Operations staff (nurses and receptionists)
- Human Resources Adviser

External Relationships

- Clinical contractors

Selection criteria

Education level

Essential

- Tertiary qualification in HR/Business or other relevant experience (minimum 5 years)

Experience

Essential

- Some knowledge, experience, interpretation and application of relevant legislation governing employment, human resources and industrial relations which include Fair Work Act, Awards, etc
- Must have sound administration and organisation skills and ability to build rapport quickly and easily
- Excellent teamwork, communication and interpersonal skills.
- Minimum five years' experience working in a Human Resources team
- Ability to manage a diverse range of contractors and staff members

Desirable

- Knowledge of medical clinic operations
- Knowledge of the health and not for profit sectors
- Experience with HRIS Employment Hero

Knowledge & skills

Essential

- Must have broad understanding of employee confidentiality requirements and employee relations
- Proficient user of MS office suite
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- Excellent interpersonal and communication skills, both written and verbal

Desirable

- Knowledge of women's health, health promotion principles and health behaviour

Personal attributes

- Hands on approach 'can do' enthusiastic attitude, ability to think and act quickly
- Capacity to deal with confidential and sensitive information and/or issues using discretion and judgement
- Strong attention to detail
- Commitment to inclusivity
- Excellent time management skills and the ability to manage multiple and competing demands

Workplace policies & practices

All Jean Hailes employees and contractors are required to familiarise themselves with the organisation's policies and procedures, and to always abide by them.

It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, consumers and stakeholders
- Support the Jean Hailes vision and strategy and demonstrate the values of Jean Hailes **CARES Collaboration, Authenticity, Respect, Excellence and Spirit.**

Employee Acknowledgement

I have received a copy of this role description; I acknowledge and understand its contents.

Employee Name:

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Employee Signature:

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Date:

Manager Name:

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Manager Signature:

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Date: