



POSITION DESCRIPTION

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

POSITION NUMBER: 1003-5

Date reviewed/created: July 2024

POSITION TITLE: Human Resources Business Partner

TEAM: Human Resources

LOCATION: Carramar

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement 2019".

CLASSIFICATION: Health Services Manager Level 1

A generous salary packaging scheme is also offered.

VACCINATION REQUIREMENT: Category B.

PERIOD OF APPRAISAL: Performance will be assessed within 3 months of commencement and a 6 month probationary/qualifying period will also apply.

Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

Background to the Program Area of the Position

The Human Resources Team provides a comprehensive service to all STARTTS staff, including Direct Services, Community Services, Clinical and Research, Training, Counsellors, Social Workers and all other members at NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS).

The HR Team is responsible for ensuring effective and efficient contemporary Human Resources services providing high quality advice, guidance, and service to client group on a broad range of HR functions such as recruitment, interpretation of awards and employment related legislation and equity principles and practice.

The team ensures the effective management of the HR and Recruitment process functions and liaises and works effectively with internal and external partners and stakeholders to facilitate a high-quality HR and Recruitment service.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Human Resource Manager*
 2. Responsible for: *NIL*
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ESSENTIAL REQUIREMENTS:

1. Relevant tertiary qualification in human resources management or business, or equivalent experience in the provision of generalist human resources services.
2. Demonstrated experience in providing generalist human resources support to managers, including recruitment and HR related policy interpretation.
3. Demonstrated ability to accurately identify significant HR matters and clearly communicate their business implications to the HR Manager in a timely manner.
4. Ability to provide practical advice on HR matters to stakeholders with well-developed oral, written & interpersonal communication skills.
5. Well-developed analytical and problem-solving skills that enable reporting on HR issues, producing reports, and requests that offer solutions for HR matters.
6. Demonstrated ability to maintain thorough attention to detail and meet predetermined targets and deadlines.
7. Ability to work independently and as part of a multidisciplinary team within a multicultural environment, including proficiency in the use of Microsoft Office and HIRS systems.

*This position is not considered child-related employment and will require a National Police Check.

VACCINATION REQUIREMENTS

***This role is a Category B role.** While it is strongly recommended that **Category B** workers be vaccinated for COVID-19, influenza, and other transmissible diseases, it is not mandatory to have these vaccinations.

Should you be unable to comply with the vaccination recommendations before your commencement date, it will not affect your offer of employment.

BRIEF DESCRIPTION OF ROLE

The Human Resources (HR) Business Partner delivers HR services, essentially combining HR expertise, strategic planning, and collaboration with staff regarding HR and Recruitment functions. The HR Business Partner provides expert advice on recruitment process, awards and policies in leave matters, performance management, grievances, and other HR related matters. The HR Business Partner works in a small team and focus on ensuring efficient and effective processes. Collaboration with Team Leaders, Supervisors and Managers within STARTTS is a high priority and to make sure there are seamless interaction with internal and external partners to deliver high-quality HR services.

Beyond day-to-day operations, strategic oversight is provided, contributing to the development and implementation of HR strategies aligned with STARTTS goals. The HR Business Partner is to foster a positive work culture, ensuring cohesion for exceptional service delivery.

PRIMARY OBJECTIVES:

The primary objective of STARTTS HR management is to establish and sustain effective relationships between the organisation and senior management, team leaders, and all staff members. The objective of the role of the HR Business Partner is the effective, efficient, and accurate provision of a range of HR services in accordance with sound HR governance protocols, policies, and procedures. The role is to be

performed with high standards of service to management, staff, and stakeholders and to move towards a person-centred approach to best deliver services to support all STARTTS employees.

PRIMARY DUTIES:

1. General Human Resource Management

- 1.1. Participate in HR tasks including recruitment, induction, coaching and development of staff in HR matters, policies, and procedures, to ensure effective delivery of STARTTS HR Team.
- 1.2. Provide sound, informed and consistent advice to managers and staff on organisational design matters; recruitment; terminations, interpretation of policies, awards and employment related legislation; advise on grievances and misconduct processes; performance management, contract end dates and general compliance.
- 1.3. Support the successful implementation of HR policies and ensure team leaders, managers and supervisors have an understanding of the whole HR proposition by providing ongoing support to managers on best practice.
- 1.4. Work closely with the HR Manager and other Business Partners to provide advice, information, analysis, and reports, on delegated operations and requirements, which supports the development of responsive and pro-active policies and strategies across STARTTS.
- 1.5. Guide managers in general processes of unsatisfactory performance, misconduct and grievance processes and ensure that matters are raised with the HR Manager promptly, impartially, and confidentially.
- 1.6. Conduct regular meetings to address critical matters such as recruitment, leave policies (including parental leave), performance reviews, contract extensions, and ensuring compliance with established policies and procedures with team leaders, managers, and supervisors.
- 1.7. Provide guidance on workflow optimisation, ensuring adherence to organisational policies, and offering support in navigating issues related to personnel staff management.
- 1.8. Escalate any other major issues to the HR Manager in a timely matter.
- 1.9. Maintain a high degree of confidentiality regarding all matters relating to STARTTS personnel and private documentation is handled in confidence and personnel records are kept securely.
- 1.10. Keep abreast of, and implement, upcoming changes to HR related matters, including changes to policies.
- 1.11. May cover duties of the HR Manager in absence of such.

2. HR Education Programs

- 2.1. Provide a professional initial point of contact, and advisory function, for managers and staff in relation to a broad range of general and employee relations issues of an often complex and sensitive nature.
- 2.2. Assist with the development and implementation of policies, procedures, standards, and practices in accordance with professional requirements to ensure consistent delivery of quality in HR related matters, such as recruitment and selection and leave matters policy and services to internal and external stakeholders.
- 2.3. Prepare HR induction sessions for new employees in the absence of the HR Manager.

3. Talent Acquisition and Onboarding Processes

- 3.1. Establish regular communication with team leaders, supervisors, managers, and finance to gain a clear understanding of the STARTTS hiring needs and organisational objectives.
- 3.2. Work together with the HR Manager and Communications Team to review and improve advertising of STARTTS positions in order to attract the widest range of suitable applicants.
- 3.3. Coordinate with hiring managers to identify staffing needs and provide guidance in drafting position descriptions with help of the HR Manager and team leaders.
- 3.4. Help develop a structured onboarding process to facilitate a smooth transition for new hires, covering STARTTS culture, policies, and job responsibilities.
- 3.5. Improve STARTTS HR technology and applicant tracking systems to streamline recruitment workflow and enhance the overall onboarding process.

- 3.6. Establish efficient documentation and record-keeping systems to track candidate information, interview notes, onboarding progress, contract end dates, and performance management.
- 3.7. Use Preceda to enter new hires details and monitor their compliances dates.
- 3.8. Liaise with the HR Manager regarding successful candidate classification and salary grading.
- 3.9. Draft Appointment letters in conjunction with the HR Manager and liaise with team leaders and manager for any discrepancies.

4. HR Time Management

- 4.1. Plan and prioritise high volumes of work in recruitment and compliance reports with conflicting and critical deadlines.
- 4.2. Attend to a wide variety of day-to-day related HR administrative tasks and resolve them on behalf of Business Units.
- 4.3. Respond and act in relation to tight timeframes, often co-ordinating responses from the HR Manager and other staff.

5. Communications

- 5.1. Work closely and collaborate on a regular basis with the HR Manager in all HR related matters and keep HR Manager up to date with ongoing developments.
- 5.2. Collaborate and communicate with Finance Business Partners and Payroll Officer to maintain accurate record saving and that staff adhere to procedures and policies around leave entitlements.

6. Personnel

- 6.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 6.2. Participate actively in the STARTTS Performance Management program and contribute to the development of an annual work plan that aligns with the organisation's Strategic Plan.
- 6.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 6.4. Participate in STARTTS staff meetings and other relevant meetings.
- 6.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 6.6. Participate in identifying quality improvement initiatives/strategies.
- 6.7. Attend and participate in all training opportunities identified for the role.
- 6.8. Liaise with and seek senior advice as required.

7. As a STARTTS employee you are expected to:

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
- Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively seek to improve skills and knowledge that will benefit the organisation.
- Project a professional image at all times and in all situations.
- Undertake any other duties that may be required within the area of work.

Equal Employment Opportunity and Staff Relationships:

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
- STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.

STARTTS Workplace Policies

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

Induction and Orientation:

- Participate in an Induction and Orientation program with STARTTS.
 - Obtain access to Trello and Organimi, which are tools STARTTS utilises for planning, coordination, and project management.
 - Provide a clear, passport-style photograph for your profiles on each platform to maintain a visible and identifiable contact within the organisation.
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Work Health & Safety Responsibilities:

- Comply with STARTTS WHS policies and procedures.
- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

Risk Management Responsibilities: All staff have a responsibility to identify any risks (i.e., the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

Smoke-free Workplace

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

I have read the **Human Resources Business Partner #1003-5** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Employee Name: _____
Please print

Employee Signature: _____ **Date:** _____

CHIEF EXECUTIVE OFFICER: Jorge Aroche

Signature: _____ **Date:** _____

The review for this Position Description is due: July 2026