

## Position Description

<b>Position Title</b>	<b>Human Resources and Compliance Officer</b>
<b>Location</b>	Karuna Hospice Services, 27 Cartwright Street, Windsor QLD.
<b>Department</b>	Business Operations Team
<b>Hours</b>	Full Time 1.0 FTE
<b>Position Purpose</b>	The Human Resources and Compliance Officer is an essential member of the Operations team, managing key human resources activities and overseeing the organisation's quality, compliance and safety functions.
<b>Reports To</b>	Operations Manager
<b>Direct Reports</b>	None

<b>Our Organisation</b>	The Karuna Hospice Service Ltd is a community organisation guided by Buddhist principles, delivering specialised and responsive palliative care.
<b>Our Values</b>	<ul style="list-style-type: none"> <li>• How we think: <b>Humility</b></li> <li>• How we act: <b>Kindness</b></li> <li>• How we relate: <b>Respect</b></li> <li>• How we find meaning: <b>Courage</b></li> <li>• <a href="#">KHS Values</a></li> </ul>
<b>Our Strategic Plan</b>	<ul style="list-style-type: none"> <li>• <a href="#">KHS Strategic Plan 2024</a></li> </ul>

### Key Accountabilities and Outcomes

#### Human Resources Administration

- Provide high quality administrative and operational support to Operations Manager to ensure efficient and effective human resources services, aligned with Karuna's Strategic Plan
- Provide administrative support to the Leadership team for recruitment, including writing position descriptions, preparing advertisements, scheduling interviews, preparation of appointment documents and assist with the induction of new staff
- Create and maintain Karuna position descriptions
- Input and maintain accurate human resources data in the Karuna HR system, including employment contracts staff employment and training records
- Support the Leadership team with the performance management processes
- Onboarding and offboarding administration, including all associated documentation and compulsory screening checks
- Prepare human resources communications, and lead reward, recognition and wellbeing initiatives

- Review employment and working conditions to ensure legislative requirements
- Build and maintains a working knowledge of contemporary HR practices and compliance
- Provide HR reports and metrics for Leadership team and CEO for meetings and as required
- Assist in developing, reviewing and implementing HR policies and procedures
- Prepare timelines for reviews, appraisals and end of contract

### **Quality and Compliance**

- Oversee the quality management system and ongoing quality improvement activities
- Develop and implement policies, procedures and forms, including health and safety
- Coordinate the cycle of maintenance and review of policies, procedures and forms, including consistent formatting, version control and approvals
- Drive Karuna's organisational adherence to compliance and quality improvement through audits and incident reporting surveillance
- Assist in the coordination and review of Karuna's risk management plan
- Ensure alignment of compliance and risk frameworks with the Karuna's strategic objectives
- Oversee and support Karuna's efforts to obtain and maintain accreditation according to the National Safety and Quality Primary and Community Healthcare Standards

### **Safety**

- Oversee corporate occupational health and safety requirements, including first aid, emergency and evacuation, safety equipment, to achieve the provision of a safe workplace and its statutory obligations
- Coordinate completion of safety audits
- Maintain relevant health and safety registers (fire wardens, first aiders etc)

### **Values**

- Emulate the corporate values of humility, kindness, respect and courage by consistently embodying them in every interaction, decision, and initiative, ensuring they are reflected throughout Karuna's culture and guiding employees toward a shared vision of success.

### **Professional Development**

- Strive to retain currency and build on existing skills and capabilities (actively seek opportunities to improve skills and competencies).
- Show a commitment to learning, seek new ways to grow and develop by being inquisitive and adapting to change.

- Comply with relevant professional development requirements to keep any relevant qualifications current.
- Attend and contribute to organisational training sessions.
- Proactively prepare for the annual review process and scheduled check-in meetings.
- Proactively and genuinely seek feedback on work performance.
- Record professional development received.

**Key Requirements**

- A relevant tertiary qualification in Human Resources, Compliance and Risk or related disciplines such as business, law or project management
- At least five years relevant experience in Human Resources, Compliance and Risk in a health environment.
- Demonstrated knowledge of contemporary human resources practices
- Strategic thinker with the ability to align Karuna governance, compliance and risk frameworks with our overall strategic objectives
- Up to date knowledge of relevant WHS legislation, quality frameworks and accreditation processes
- Proven ability and willingness to operate at both a strategic and operational level.
- High level customer service and interpersonal skills, and a demonstrated ability to influence and forge working relationships with internal and external stakeholders.
- Excellent oral and written communication skills, able to communicate clearly and actively listen whilst keeping an open mind and responding respectfully.
- Ability to work collaboratively as part of a diverse team and customers in a sensitive and appropriate manner.
- Highly organised with demonstrated time management skills; proven ability to prioritise tasks to meet competing deadlines with a high degree of accuracy and attention to detail.
- Ability to work autonomously yet self-assured to escalate concerns or roadblocks in a no-blame environment.
- Evidence of ability to think innovatively, be proactive and exercise judgement and decision-making within policy and procedural guidelines.
- Proficient and confident in the use of the Microsoft Office 365 suite (including SharePoint and Teams) and capacity to effectively adopt and utilise a wide range of software applications
- A valid Australian driving licence

Signature: .....  
**(Employee)**

Date: .....

Signature: .....  
**(Manager)**

Date: .....