

## Position Description



<b>Position Title</b>	Human Resources and Governance Support Officer
<b>Location</b>	Karuna Hospice Services, 27 Cartwright Street, Windsor QLD.
<b>Department</b>	Business Operations
<b>Hours</b>	Part Time 0.60 FTE - fixed term (backfill)
<b>Classification</b>	SCHADS 4
<b>Position Purpose</b>	The HR & Governance Support Officer provides short-term administrative, coordination, and system support across human resources and governance functions, supporting organisational stabilisation and system consistency during a period of transition. ensuring organisational processes are consistent, accurate, and effectively maintained. The role supports HR operations and oversees employee lifecycle processes, while ensuring organisational quality, compliance, and governance systems are maintained effectively and consistently. Responsibilities focus on coordination, system maintenance, document control, consistency and data integrity. This role provides administrative and systems support only and does not hold delegated authority for HR, compliance, or governance decision-making.
<b>Reports To</b>	Business Operations Manager
<b>Direct Reports</b>	None
<b>Our Organisation</b>	Karuna Hospice Service Ltd (“Karuna”) is a community-focused organisation guided by Buddhist principles. Karuna is dedicated to alleviating suffering by fostering choice, agency, and quality of life for all. Through specialised end-of-life care and other holistic supports, we provide compassionate, dignity-centred guidance to individuals, carers, and the broader community. As part of our team, you will help uphold these values with intent and compassion, to empower people to embrace both living and dying, and support them to find peace within.
<b>Our Values</b>	<p>How we think: <b>Humility</b></p> <p><i>To delight in providing noble service in an altruistic manner for the benefit of all with whom we connect.</i></p> <p>How we act: <b>Kindness</b></p> <p><i>With a generous spirit we will nurture relationships with grace and empathy.</i></p> <p>How we relate: <b>Respect</b></p> <p><i>We commit to freely offering and affirming the uniqueness of all we encounter.</i></p> <p>How we find meaning: <b>Courage</b></p> <p><i>‘Courage is about stretch; it’s about realising that something more or different can be done, developing the determination to do it, and then carrying through despite all obstacles’</i></p> <p>16 Guidelines for Life.</p>
<b>Our Strategic Plan</b>	<ul style="list-style-type: none"> <li>• <a href="#">Strategic Plan 2024 – 2027</a></li> </ul>

## Key Accountabilities

### HR Administration & Employee Lifecycle Support

- Coordinate end-to-end recruitment administration, including position descriptions, advertising, interview scheduling and documentation.
- Prepare employment contracts and onboarding documentation, ensuring all required checks and records are completed and filed.
- Coordinate onboarding and offboarding processes, ensuring employee records are accurate, current and complete.
- Maintain HR systems and employee records, including contracts, training records, compliance documentation, leave and employment data.
- Provide administrative support to performance review cycles by tracking timeframes, preparing documentation and coordinating communications.

### HR Systems & Data Integrity

- Maintain accurate, up-to-date HR data within organisational systems
- Generate routine HR reports and workforce metrics as requested
- Ensure consistency across HR templates, records and documentation
- Support data accuracy, version control and effective record keeping practices

### Quality & Compliance System Support

- Provide administrative support the Quality & Governance Lead to maintain:
  - Policy and procedure registers
  - Risk and compliance registers
  - Training and compliance records
- Assist with document formatting, version control, and publication,
- Support the maintenance of a centralised, well structured, accessible documentation system
- Ensure organisational documents are consistent in format, correctly stored and easily accessible

### Audit & Accreditation Coordination Support

- Assist with administrative preparation for audits and accreditation activities by collating documentation, tracking actions and monitoring deadlines
- Maintain audit schedules, registers, and action tracking systems
- Support evidence collation and document management related to audit activities

### Incident & Compliance Administration Support

- Provide administrative support for incident management systems, including logging, tracking incidents, and records and documentation
- Monitor and follow up on assigned actions to ensure completion

### Organisational Coordination & System Hygiene

- Act as a central coordination point for document control, register maintenance and cross-team administrative consistency
- Support follow-up of key organisational processes by tracking tasks, monitoring deadlines and ensuring information is complete and appropriately recorded.

- Contribute to improved clarity, order and reliability across administrative systems and processes

#### **General Administrative Support**

- Provide administrative support aligned to HR and governance functions
- Assist with preparation of reports, presentations, and routine communications
- Support culture and engagements initiatives as directed
- Provide administrative support for meetings, including minute-taking, action tracking and circulation of records, in line with agreed formats and document control practices

#### **Professional Development**

Maintain accurate professional development records and participate in regular performance reviews, training, and feedback processes to ensure continuous growth and alignment with organisational goals.

#### **Selection Criteria**

##### **Qualifications & Experience**

- Relevant qualification or previous experience in administration, HR, business support, or similar
- Experience in HR administration or compliance support highly desirable
- Experience in healthcare or not-for-profit environment advantageous

##### **Skills & Capabilities**

- Strong organisational and time management skills
- Ability to manage multiple tasks and competing priorities
- High level of accuracy in data entry, documentation, and record keeping
- Strong attention to detail across systems and processes
- Proficiency in Microsoft 365 (Teams, SharePoint, Excel, Word)
- Ability to learn and manage organisational systems and databases
- Clear and professional communication skills
- Ability to work collaboratively across teams
- Strong ability to track tasks, follow up, and ensure completion
- Reliable and consistent in maintaining systems and processes

##### **Key Attributes**

- Highly organised and structured
- Proactive and dependable
- Approachable and collaborative, with the ability to build effective working relationships across a diverse staff group and work constructively with people at different levels of the organisation.
- Adaptable and responsive to changing priorities
- Values-driven and aligned to Karuna's culture

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

Date: .....

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

Date: .....

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