

Position Description – HR Officer



Title of Role:	HR Officer	Type of Appointment:	Fixed term
Business Unit:	Human Resources	Position Number:	HR Officer - PN 00533 - PEO
Division:	Corporate Services	Classification Level:	SCHADS 4
Program Name:	N/A	Award Type	SCHCADS

Organisational overview

Youth Support + Advocacy Service (YSAS) is one of Australia’s largest and most comprehensive, youth-specific community service organisation that enables young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people and are committed to protecting young people from harm or abuse who come into contact with and/or access our service.

At YSAS we are committed to people of a diversity of backgrounds and identities being included, represented, and having the opportunity to participate equally in the life of our organisation and the communities in which we provide our services. We strive to create the conditions where people feel safe, enfranchised and valued. We value lived-experience wisdom, insight, and knowledge.

Position Purpose

Working as a member of a small HR team, the HR Officer will work closely with the HR Team to provide HR services across YSAS. The role entails performing operational HR activities focused primarily on the employee life-cycle and includes recruitment, on boarding, compliance tracking, reporting, writing and renewing employment contracts and termination. The position will also maintain the HR system, upgrades, systems improvements and alignment, including documentation, any specification of system requirements, review of solutions for enabling high value HR service delivery through HR systems.

This role is a key part of the HR function and would participate in HR improvement projects and conduct systems’ capability development and support users across the business in learning and using HR systems effectively.

Reporting relationship

This role reports to	Manager, Human Resources
Direct reports	This role has as no direct reports.

Key working relationships / interactions

External	Within YSAS [<i>beyond immediate team members</i>]
Recruitment Agencies	All YSAS Employees
Advertising Agencies and online platforms	Operational Managers and Functional Managers

Position Description – HR Officer



Responsibilities

The key responsibilities you have been engaged to perform are below. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
<p>HR Operations</p>	<ul style="list-style-type: none"> • Co-ordinate and administer advertising and recruitment activities across YSAS, including advising managers of the recruitment and selection process, monitoring recruitment workflow and writing and posting job ads. • Undertake onboarding activities for new employees including contract preparation in accordance with relevant EBA, Award and organisational provisions and liaising with new employees to ensure a seamless and efficient process. • Provide support and advice to managers and team leaders across YSAS on employee induction, the review of probation plans, and the performance and development review process (PDR). • Provide advice to managers regarding employee exits and off-boarding. • Advise on YSAS HR policies and procedures and provide interpretation and advice regarding terms and conditions of employment as per the YSAS EBA and relevant awards. • Be aware of developments in employment legislation and case law as required. • Develop and maintain knowledge of current Health & Safety legislation and practice. 	<ul style="list-style-type: none"> • Accurate and timely reporting of key HR metrics. • EBA provisions are applied consistently across YSAS • All new employees attend compulsory induction and complete minimum standard of induction and foundation training within the relevant probation period. • All current legislation is complied with in all aspects of YSAS's employee lifecycle. • HR projects are delivered on time and to required quality. • Ensure that HR policy and best practice are applied fairly and consistently.

Position Description – HR Officer



Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Systems and Continuous Improvement	<ul style="list-style-type: none"> • Provide effective system administration by maintaining and managing configuration changes including system management, upgrades, enhancements, testing and technical support. • Co-ordinate ongoing development and enhancement of HR systems. • Support managers and leaders in learning the YSAS HR system, processes and policies. • Assist in identifying opportunities to enhance HR service delivery, improve systems and operational processes. • Contribute to quality improvement in relation to HR service delivery, practices, systems and processes. • Participate in evaluation and ongoing monitoring of the HR function. • Participate in special projects as required. 	<ul style="list-style-type: none"> • Manage configuration, make system updates and complete testing. • Ensure all work complies with the relevant legislation/ regulations, YSAS' policies and procedures. • Ensure confidentiality of documentation is maintained.
Support to Payroll system	<ul style="list-style-type: none"> • Contribute to the improvement of end to end payroll management processes within the system • Work with the payroll team and service provider to refine outsource payroll operating model & workflows. 	<ul style="list-style-type: none"> • Enable payroll system to move towards best practice
Support to HRBP	<ul style="list-style-type: none"> • Provide support to the HRBP on HR process issues to deliver effective advice regarding complex operational HR issues. • Support the HRBP on matters delegated to them. • Ensure the consistency of recruitment and selection processes including working with the HRBP to develop job ads, follow up recruitment paperwork. • Assist the HRBP with Workcover forms, documentation and letters to support the processing of WorkCover claims. 	<ul style="list-style-type: none"> • All current legislation is complied with in all aspects of YSAS employee lifecycle. • 98% of statutory checks are completed for new staff as per relevant policy and procedure. • Probation reviews are completed within the first 6 months for all new staff.
HR Team and Organisational Activities	<ul style="list-style-type: none"> • Attend and contribute to regular HR Team meetings. events and learning and development activities. • Contribute to management training and organisational induction meetings. 	<ul style="list-style-type: none"> • Timely contributions are made to team and other meetings.

Position Description – HR Officer



Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Continuous improvement, collaboration & teamwork	<ul style="list-style-type: none"> Undertake improvements to deliver on YSAS's strategy, ensuring alignment of policies, practices and systems to the organisational strategy. Actively contribute to continuous quality improvements in service delivery/business support in collaboration with others. Undertake any other reasonable tasks as directed by the Manager To actively take on managers feedback from time to time 	<ul style="list-style-type: none"> Regular review of work processes Quality and strength of collaborative work across teams and functions New processes and initiatives introduced
Compliance	<ul style="list-style-type: none"> Ensure knowledge of all relevant YSAS policies, procedures, guidelines and work methods is actively implemented and maintained Complete all mandatory and scheduled training as requested 	<ul style="list-style-type: none"> Work activities comply with relevant legislation, YSAS policies and operating quality standards Mandated and scheduled training up to date
Workplace safety and wellbeing	<ul style="list-style-type: none"> Take care of your own health, safety and wellbeing and that of any other person who may be affected by your actions or omissions in the workplace Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and YSAS policies Promote and maintain a safe wellbeing culture and working environment within your area 	<ul style="list-style-type: none"> Role model safe work practices at all times Actively support and promote safety and wellbeing Work methods modified as risks identified and incidents, accidents and hazards reported as soon as possible

Qualifications, Skills, and Experience

Qualifications, certifications, professional registration, licences required for role:

- Qualifications in HR or related discipline or extensive experience in HR
-

Knowledge and experience

- Professional experience in a HR support role.
- Experience in not-for-profit sector and/or community services sector an advantage.
- Knowledge of contemporary HR practices, including but not limited to employee lifecycle, compliance, and implementation of HR policies and procedures.
- Knowledge of employee/industrial relations and EBA interpretation.

Skills

- Well organised, ability to prioritise and complete tasks with minimal supervision and within strict timelines.
- Excellent written and oral communication skills.
- Highly developed interpersonal and consultative skills.
- Analytical thinking and problem solving skills.
- Able to communicate with internal and external stakeholders professionally.
- Approach work with initiative, drive, flexibility and a sense of urgency.

Personal Attributes

Personal qualities and attributes

- Driven by a genuine customer service ethos and able to inspire the same in others.

Version: 5

Approved by: GM Human Resources

Date approved: September 2025

Position Description – HR Officer



- A team player, able to work in a collaborative way across the organisation and with external partners.
- Pragmatic, respectful and organised.
- Operates with tact, sensitivity and diplomacy, with discretion.
- Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation.
- Commitment to YSAS' values with a working style that reflects these.

Key Selection Criteria

1. Knowledge of contemporary HR practices in an operational context.
2. Advanced skills in MS Office - Excel, Word, PowerPoint and use of databases.
3. Experience in EBA and/or award interpretation and advice.
4. Experience in co-ordinating employee life-cycle activities.
5. A demonstrated commitment to customer service.
6. Approaches work with initiative, flexibility and a focus on team work.
7. Well organised, with sound ability to manage competing priorities and meet deadlines.

Employment at YSAS

Applicants must undergo rigorous screening and recruitment processes.

Prior to commencement of employment with YSAS, as applicable, candidates must provide assurance and evidence of:

- Working with Children's Check (WWCC)
- Satisfactory Nationally Coordinated Criminal History Check (NCCHC)
- Any required professional registrations (e.g. AHPRA, CPA, AHRI)
- Certified copies of all relevant qualifications.

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, discrimination, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Employee duty to maintain privacy and confidentiality
- YSAS Values, Code of Conduct and other YSAS policies/ procedures which may be amended from time to time
- Child Safety commitments and regulatory obligations.

Other:

- Role may be required to work at various / different YSAS sites based on YSAS operational requirements.

Incumbent Statement

I accept this Position Description (PD) and understand that the PD is subject to review and may change in accordance with YSAS' operational, service and client requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by
occupant

/ /

Position Description – HR Officer



	(Print name)	(Signature)	(Date)
Acknowledged by line manager			/ /
	----- (Print name)	----- (Signature & title)	----- (Date)

Job and Person Specification Approval

..... /...../..... DELEGATE (Executive)