

## POSITION DESCRIPTION

<b>Position title</b>	<b>HR and Operations Advisor</b>
<b>Location</b>	Head Office, Deakin ACT
<b>Agreement/award</b>	Karralika Programs Single Enterprise Agreement 2011-2013
<b>Classification</b>	3.4 (\$114,240.75 per annum, fulltime equivalent)
<b>Contracted hours</b>	Part-time (hours can be negotiated)
<b>Responsible to</b>	Director Corporate Services
<b>Responsible for</b>	No line manager responsibilities

## Organisational Context

Karralika Programs Inc. has been operating quality alcohol and other drug treatment programs for more than 45 years, beginning with the establishment of the Karralika Therapeutic Community Program in 1978.

Our organisation has a justifiable reputation for the delivery of high quality, client-centered and responsive alcohol and other drug treatment support services through a mix of residential programs, educational programs and community based services.

Our vision is “People living better lives”.

Our purpose is to “deliver excellent services, valued by our clients” across the spectrum of drug and alcohol treatment, supporting the needs of individuals, families and communities.

Our approach to recovery and healing is multidimensional, supporting our clients to learn about themselves behaviourally, cognitively and emotionally to achieve and sustain positive living. Recovery is an active process of discovery where clients develop a sense of: hope, meaning and purpose for life, community and belonging; and positive identity and pride.

We are committed to providing an inclusive, safe and engaging workplace for our staff, students, volunteers and people accessing our services. We respect people’s identity, and actively promote connection to community, history and sense of self

We actively empower and enable individuals to advise, co-design and refine services, programs and operations so their fullest potential might be realised. We see the potential in every individual – employees, clients and stakeholders and seek to consult and engage individuals in all aspects of our operations.

We value trust and integrity, respect and dignity, quality and accountability, agility and responsiveness, leadership and courage, collaboration and support.

We are committed to Reconciliation and Inclusion, creating and providing a safe place for staff and consumers to engage, learn and grow.



## ROLE DESCRIPTION

The HR and Operations Advisor uses their HR generalist expertise and strong understanding of industrial relations to ensure all organisational policies and procedures are fit for purpose, contemporary, reflective of best-practice and compliant with legislative and industrial requirements. As the organisation’s WHS expert, the role provides expert advice on workplace health and safety matters and leads the review, development, and continuous improvement of WHS and HR policies.

The position also plays a key role in supporting organisational governance and operations including overseeing the organisation’s fleet management responsibilities, quality assurance and internal controls and processes. Through this blend of HR, WHS, and operational leadership, the HR and Operations Advisor supports consistent people practices, positive employee relations, and compliance across employment, WHS, funding, and regulatory frameworks.

## FUNCTIONAL RESPONSIBILITIES

<p><b>Strategic Leadership</b></p>	<ul style="list-style-type: none"> <li>• Understand, promote and champion the vision and purpose of Karralika Programs Inc. and represent the organisation effectively through various forums and activities.</li> <li>• Contribute to the strategic directions and broader organisational policies and objectives of Karralika Programs Inc. via consultative forums, sharing information and ideas to enhance the strategic direction of the organisation and to foster evidence-based best practice.</li> <li>• Support the continued sustainability of the organisation through encouraging evidence-based innovation, quality service delivery, operational effectiveness and accountability.</li> </ul>
<p><b>Service Delivery</b></p>	<ul style="list-style-type: none"> <li>• Maintain compliance with employment legislation and industrial relations requirements, through the regular review, monitoring, updating and implementation of HR and corporate policies.</li> <li>• Work collaboratively with the Corporate Services Director to manage Karralika’s compliance with Work Health and Safety legislation, including the development, implementation and ongoing monitoring of WHS systems, policies and practices.</li> <li>• Coordinate and manage worker’s compensation claims and reporting processes, including liaising with insurers, injured workers and managers, ensuring timely notifications, accurate documentation, and compliance with legislative and insurer requirements.</li> <li>• Support Enterprise Agreement negotiations by assisting with compliance requirements, documentation, consultation and implementation activities.</li> <li>• Provide generalist human resources support across the employee lifecycle as required.</li> <li>• Provide advice to Executive, Managers and staff on policies and employment conditions.</li> </ul>



	<ul style="list-style-type: none"><li>• Manage fleet functions in accordance with organisational policies, including vehicle compliance, leasing, insurance, registration, incident reporting and asset lifecycle management.</li><li>• Manage organisational technology assets, including laptops, mobile phones, and related equipment, ensuring they are tracked, maintained, and issued appropriately.</li><li>• Prepare, collate and analyse information to produce reports and briefing materials.</li><li>• Undertake other duties as required, consistent with the responsibilities and skill set of the role.</li></ul>
<b>Technical Practice &amp; Governance</b>	<ul style="list-style-type: none"><li>• Ensure data integrity and privacy and confidentiality standard are adhered to.</li><li>• Contribute to the development, implementation and promotion of policies.</li><li>• Interpret and apply relevant legislation and industrial instruments.</li><li>• Liaise, engage and collaborate with other internal or external professionals to resolve complex/escalated issues.</li></ul>
<b>Human Resource Management</b>	<ul style="list-style-type: none"><li>• Follow/comply with Karralika Programs Policies and Procedures.</li><li>• Undertake activities to develop and maintain knowledge and expertise in relation to functions of the role.</li><li>• Contribute to the delivery of training and education of HR policies and practises across the organisation.</li></ul>
<b>Corporate Governance and Compliance</b>	<ul style="list-style-type: none"><li>• Promote contemporary best practice approaches in HR and compliance with legislative and regulatory structures.</li><li>• Comply with and monitor adherence with organisational policies.</li><li>• Undertake reporting, quality assurance and quality control audits and report and act on outcomes.</li><li>• Participate in activities supporting continuous quality improvement</li></ul>
<b>Qualifications, Skills, Knowledge and Clearances</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"><li>• Bachelor’s degree in Human Resources, Business, Management or a related field, or significant experience (5+ years) in an HR generalist role.</li><li>• Demonstrated experience interpreting and ensuring compliance with Australian employment legislation and Modern Awards.</li><li>• Proven ability to contribute to the development, review and implementation of policy and procedures.</li><li>• Demonstrated understanding of WHS legislation across multiple states and territories.</li><li>• Familiarity with the workers compensation process and assisting injured workers return to work.</li><li>• High level verbal and written communication skills, with the ability to develop and maintain positive working relationships.</li><li>• Strong organisational, attention to detail and administrative skills.</li><li>• Ability to work autonomously and as part of a small team.</li><li>• Well-developed critical thinking and problem-solving skills.</li><li>• Ability to proactively identify and manage risk.</li><li>• Ability to use a range of application software packages, including Microsoft 365.</li></ul>

	<ul style="list-style-type: none"> <li>• Working With Vulnerable People Clearance</li> <li>• Criminal History Check</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience working in an HR generalist role in the community sector.</li> <li>• Experience negotiating Enterprise Agreements.</li> <li>• Membership with the Australian Human Resources Institute (AHRI)</li> </ul>
<p><b>Karralika Programs Values</b></p>	<p><b>We value:</b> Trust and Integrity; Respect and Dignity; Quality and Accountability; Agility and Responsiveness; Leadership and Courage; Collaboration and Support</p> <p><b>We are committed to Reconciliation and Inclusion - Everyone has a seat at our table.</b> At Karralika Programs, inclusion isn't a buzzword — it's who we are. Our workforce are people from all backgrounds, including Aboriginal and Torres Strait Islander peoples, culturally diverse individuals, LGBTQIA+ communities, people with disability, and those with lived experience of AOD recovery.</p>

### INDIVIDUAL WORK PLAN

Each staff member will have in place, in addition to the above responsibilities, a 12-month Individual Work Plan including job specific requirements, key objectives, performance indicators, targets and outcomes. The Work Plan will include a statement of team values and expected behaviours, and will document individual training, learning and development priorities. Annual performance appraisals will be undertaken in June/July each year and a new plan put in place.