

Position Description

Role title:	HR & WHS Officer
Employment status:	Permanent – Full-time
Reports to:	Team Leader, Business Support Services
Location:	Brisbane
Award classification:	Social, Community, Home Care and Disability Services Industry Award 2010 - Level 5.

Purpose of Role

The HR & WHS Officer is responsible for supporting the organisation in delivering effective human resource management and ensuring compliance with workplace health and safety legislation. This role provides guidance on HR policies and procedures, supports recruitment and employee relations, and promotes a safe and healthy work environment through the implementation and monitoring of WHS systems and initiatives.

The HR & WHS Officer reports to the Team Leader, Business Support Services, and works collaboratively to foster strong relationships with managers and staff. This role provides strategic and operational support in the areas of human resources, workplace health and safety governance and compliance, and contributes to broader organisational development initiatives.

Key Duties

Human Resources

- Manage end-to-end recruitment, including system updates, advertising, interview coordination, compliance checks, and employment documentation
- Coordinate induction and on-boarding of new employees.
- Coordinate employee offboarding, including exit interviews, property return, system access removal, and policy compliance.
- Actively respond to workplace matters including complaints, conflicts, grievances and misconduct.
- Develop and maintain working knowledge of human resource management delegations, legislation, policies and practices to provide advice and guidance to management and staff.
- Support employee performance, training, and ongoing development.
- Assist with the facilitation of information sessions and training.
- Conduct regular audits of staff mandatory licences, such as Working with Children Clearance (Blue Card), NDIS Worker Screening clearance, and National Criminal History Certification.
- Lead business improvement initiatives through projects, research, and policy/process reviews to support operational and corporate goals.
- Daily monitoring of the HR email account.
- Contribute to team projects and initiatives as required and support a culture of innovation and continuous improvement.
- Contribute to supporting and monitoring the wellbeing of staff to ensure the organisation provides a safe and healthy workplace while ensuring compliance, and minimising and managing risks.

Workplace Health and Safety (WHS)

- Promote a safety culture and ensure compliance with WHS legislation
- Conduct risk assessments and safety audits across the workplace

- Coordinate and support incident reporting, investigation, and corrective actions
- Maintain WHS records, including hazard reports, incident logs and training registers
- Work in close consultation with the Compliance & Risk Advisor.
- Lead the management of the organisation's workers' compensation and return to work processes.
- Monitor injury reports and workers' compensation claims to ensure timely action and compliance.
- Coordinate the accurate lodgement of documentation in line with legislative and organisational requirements.
- Liaise with injured employees, treating practitioners, insurers, and managers to facilitate effective communication and case management.
- Develop, implement, and regularly review tailored return to work plans that support safe and sustainable reintegration.
- Identify trends, risks, or barriers within injury management and recommend or lead improvement initiatives.
- Ensure all return-to-work programs align with WH&S obligations and promote a supportive workplace culture.
- Any other duties as directed by the Team Leader, Business Support Services and/or Manager, Business Support Services.

Key Selection Criteria

- Tertiary qualifications in Human Resources, Business, Work Health and Safety, or a related discipline, and/or a minimum of three years' experience in a similar HR or WH&S role.
- Demonstrated knowledge of relevant legislation, including Modern Awards, the National Employment Standards (NES), the Fair Work Act 2009, and the Work Health and Safety Act 2011, as well as contemporary human resources and safety best practices.
- Strong planning and organisational skills, with a high level of attention to detail and the ability to manage competing HR and WH&S priorities in a dynamic environment.
- Proven experience using contemporary HRM systems (preferably Employment Hero) and Microsoft Office applications to support workforce and safety processes.
- Excellent communication, interpersonal, and relationship-building skills, with the ability to collaborate and provide clear, practical advice on both HR and WH&S matters to stakeholders at all levels.
- Demonstrated capacity to contribute positively within a team environment, while also working independently, using initiative and sound judgment to resolve both employee relations and safety-related challenges.
- Strong analytical and research skills, with the ability to investigate workplace issues (including incidents and grievances), evaluate information, and prepare clear, actionable reports and recommendations across HR and WH&S domains.
- Experience in implementing and maintaining WH&S frameworks, including conducting risk assessments, incident investigations, safety audits, and ensuring compliance with the Work Health and Safety Act 2011 and relevant Codes of Practice.

Essential Requirements

- Current (less than three (3) years old) pre-employment National Criminal History Certificate and ongoing renewal every 3 years at employee's expense.
- Valid NDIS Worker Screening Clearance (paid workers) at employee's expense.
- Valid Working with Children – Blue Card (paid workers) at employee's expense.
- Current drivers' licence.

Ongoing Requirements

- Travel will be required between ADA Australia's Brisbane offices and, from time to time, to regional offices.

ADA Australia strongly recommends that employees have and maintain Covid-19 and influenza vaccination currency in line with current Public Health Directives and organisation policy.

