



Position Description – Organisational Development Coordinator

04-HR-094

ABOUT US

TASC National Limited (formerly The Advocacy and support Centre Inc.) was founded in 1982 as a small legal service for disadvantaged people. Today TASC is the largest regional Community Legal Service in Queensland and is known for its innovative delivery of legal, advocacy, and social services across the south-west of the State and most recently, into Ipswich and West Moreton, Roma and the Maranoa region. In particular, TASC's holistic provision of legal and advocacy services, as well as robust commitment to community education and development, has seen TASC considered by many as a model for the future delivery of services to the most vulnerable and marginalised members of our community.

OUR MISSION

To provide legal, advocacy and social services to vulnerable and marginalised members of our communities.
To provide a voice and support our clients through creating solutions together.

OUR PEOPLE

Our team consists of four main teams of people – legal, advocacy, administration and business services.

The strength of TASC lies in our staff's ability to work together to achieve the best outcome for the people who need our services.

We employ a team of people who are truly committed to assist those in need and alignment to Our Mission is paramount.

WHAT YOU CAN ACHIEVE WITH US

TASC is one of Queensland's most innovative non-profit legal services. It is an organisation that passionately pursues social justice for marginalised people within our community. We actively challenge law practices, assumptions and beliefs that weigh heavily against forgotten people within our society.

With us, you have the opportunity to make a difference.

Endorsement date:	01/07/2016	Person Responsible:	Chief Executive Officer
Version number:	3.0	Version date:	28/02/2017
Review period:	2 yearly	Next review date:	April 2018

YOUR POSITION

Listed below are the key responsibilities for your position. These are broken down into tasks as part of your induction and ongoing feedback with us; we will set the expectations around your performance of each of these.

Reports to:	CEO	Incumbent:	
Purpose:	<p>Provide timely, professional advice and support to the CEO in relation to the administration and management of the TASC organisation. Provide first level supervision for all administrative staff in line with the mission of the organisation across all administrative positions (in Toowoomba, Ipswich and Roma).</p> <p>To provide accurate, timely and practical HR advice and support to all levels of the organisation, in particular, the Management team. This position will support the CEO in implementing and maintaining sound HR practices across the Organisation</p>		
Responsibility	Task	Performance Expectation	
Administration and General Management	<ul style="list-style-type: none"> • Be a proactive team player both as part of the Administration team and as part of the TASC management team; • Provide support to the organisation in terms of administrative knowledge and management; • Monitor the performance of the administrative team and provide feedback and performance appraisals in conjunction with the CEO; • Monitor the workload and workflow of the administration team and manage, adjust and support the team to perform to the required level as needed; • Proactively encourage the sharing of resources, knowledge and skills by all staff and between the TASC offices; • Ensure the administrative processes of TASC support the delivery of TASC services appropriately and effectively (including liaising with Coordinators to monitor service provision); • Guide the development of administration processes and procedures necessary to optimise productivity and supportiveness within TASC; • Ensure that correct policies and procedures are followed by all staff at all times; • In association with the CEO, conduct recruitment and selection exercises for new additions to staff; • Develop and foster a cohesive team environment within the administration team and proactively contribute to the effectiveness 		

Responsibility	Task	Performance Expectation
	<p>of the wider TASC team through promoting the interaction between related services including Business Services, Legal, Advocacy and Social Services;</p> <ul style="list-style-type: none"> • Provide supervision, leadership, guidance and training and development opportunities to staff to achieve service outcomes and continually improve the performance of the organisation; • Facilitate regular team meetings including ensuring appropriate minute taking and action plan follow up. 	
Team Financial Management	<ul style="list-style-type: none"> • Participate in and contribute to the budget development process on an annual basis; • Take responsibility for monitoring and adhering to financial expectations on the administration team; • Report on financial performance of the administration team as requested by Management; • Promote cost effectiveness and a financial awareness in the administration team and continuously seek ways to provide quality services in a cost effective manner in order to obtain maximum benefit from funding received. 	
HR Compliance	<ul style="list-style-type: none"> • Keep up to date with IR legislation changes and recommend any required actions to the CEO; • Regularly review and update HR forms and checklists to ensure ongoing compliance and suitability; • Regularly review and update HR policies and procedures. 	
Communication and Training	<ul style="list-style-type: none"> • Provide training to staff on key HR policy changes or matters; • Provide training to new Coordinators on HR matters; • Coordinate communication to all staff when necessary. 	
Culture	<ul style="list-style-type: none"> • Coordinate focus groups in response to opportunities/actions identified as part of the Staff Survey; • Measure and develop strategies to align the organisation's culture with its strategic management plans; 	

Responsibility	Task	Performance Expectation
	<ul style="list-style-type: none"> • Promote and drive the values of TASC; • Initiate and manage strategies for developing and maintaining a high performance workforce. 	
Organisational Design and Development	<ul style="list-style-type: none"> • In conjunction with the CEO and leadership team and in line with the organisation strategy, provide current and forecasted staffing models to meet operational and funding requirements; • In conjunction with the CEO and the relevant Coordinator, ensure that the structure of teams and allocation of roles and resources is appropriate to meet operational and funding requirements; <ul style="list-style-type: none"> ○ Create and update position descriptions related to this; • Ensure that all role development and subsequent recruitment is aligned with the organisation’s strategic direction and culture; • Ensure people development and career planning is aligned with the organisation’s strategic direction; • Coordinate physical placement of individuals and teams in a way that is conducive to effective inter- and intra- team relations and efficiencies in operation 	
Performance Management	<ul style="list-style-type: none"> • Support Managers in conducting Performance Appraisals including: <ul style="list-style-type: none"> ○ Sitting in and coaching new Supervisors and Coordinators in performance appraisals; ○ Responding to any staff grievances relating to outcomes of appraisals; • Support Coordinators in conducting performance management (counselling, discipline and termination) including: <ul style="list-style-type: none"> ○ Providing guidance and direction on using the correct performance management measures; ○ Sitting in and providing support to Coordinators in performance management meetings; ○ Ensuring that the correct process is used at all times to protect TASC and its employees; 	

Responsibility	Task	Performance Expectation
	<ul style="list-style-type: none"> • Ensuring that confidential records of performance management exercises are maintained at all times. 	
<p>Recruitment and Induction</p>	<ul style="list-style-type: none"> • Provide support to Managers in recruitment of staff and volunteers including; <ul style="list-style-type: none"> ○ Writing and placing adverts; ○ Collating and short listing candidates, ○ Organising interviews; ○ Developing interview questions; ○ Conducting reference checks; ○ Administering any pre-employment testing; • Organising pre-employment police checks; • Ensuring all applications are appropriately responded to; • Prepare HR induction manuals and complete induction and orientation process for all new staff and volunteers 	
<p>Any other duties as directed by management from time to time.</p>		

YOUR SKILLS, EXPERIENCE AND BEHAVIOURS

When we look at our team, we look for three key things – 1. your **ability** to do the role (technical skills and experience); 2. **how** you do the role (their behaviours); and 3. how **you impact on others** in the way you do the role. These are equally important to us.

<p>Skills, Knowledge and Abilities</p>	<p>To be successful in this role, it is important that you demonstrate to use the following skills, knowledge and/or abilities:</p> <ul style="list-style-type: none"> • Team management including motivating, monitoring and providing effective feedback to staff as well as team building and organisational change (including on occasion, volunteers); • Exceptional interpersonal communication (written and verbal); • Superior level of attention to detail and accuracy; • Strong organisational skills including the ability to manage your own time as well as scheduling for others; • Ability to follow policies and procedures with a strong focus on quality control; • Strong ability to build and maintain effective working relationships with internal and external clients and to liaise, negotiate and consult at a senior level with a wide range of stakeholders; • Sound knowledge of contemporary human resource management principles, practice and legislation and experience in a HR management role.
<p>Experience and Qualifications</p>	<ul style="list-style-type: none"> • Minimum 3 years' experience in a similar Administration/Office management position <p>We would also ideally like to see:</p> <ul style="list-style-type: none"> • Study in the fields of business, administration or Human Resources • Exposure to the legal or social justice sectors
<p>Behaviour</p>	<p>Your position within TASC is one of trust and great responsibility as what you do will impact heavily on the lives of others. To truly excel in our environment, we believe you need to be equipped with:</p> <ul style="list-style-type: none"> • A passion for providing first class services to disadvantaged people; • Adaptability and ability to contribute in a positive and proactive manner within a multidisciplinary team; • A positive, inclusive approach which can cultivate productive working relationship both in the TASC team and with related external bodies; • The ability to effectively promote TASC services to a wide range of stakeholders; • Empathy and understanding for clients while maintaining emotional resilience; • Initiative in identifying new ways to service our clients; • A proactive approach to identifying ways to better our clients' experiences; • Dedication to performing all duties with a commitment to the health and safety of yourself and others; and • A desire to lead by example with attendance, punctuality, reliability, ethics and personal presentation.