



POSITION DESCRIPTION

Position Title	Human Resources Lead
Location	Townsville and Region
Work Unit	Corporate
Position Reports To	Director of People and Culture
Positions Responsible For	Nil
Award Reference	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal and Community Controlled Health Services Award 2020
Date of Approval	June 2025

About TAIHS

TAIHS is an Aboriginal and Torres Strait Islander community controlled and managed corporation. With approximately two hundred employees and an operating income of \$30m generated from Commonwealth and State funding bodies. The organisation supports communities in the Townsville, Ingham, Burdekin, Charters Towers and Hughenden areas.

TAIHS provides a holistic primary health care service incorporating a bulk-billing general practice medical clinic, a dental clinic, an individual support and advice service, mental health counselling, community health screening and health promotion activities. TAIHS also provides a range of community services, including crisis accommodation, child safety and early family intervention programs, and specialist services for young people.

In addition to the operation of comprehensive primary health services and the provision of a range of community services, TAIHS seeks to improve health and social outcomes for the community through strategic partnerships advocacy for needs, promotion of awareness and education in improved health and social practices, the promotion of knowledge and understanding of underlying issues to address the unique patient and client needs and the development of evidence-based practices.

Our Vision – “TAIHS ... More than a Health Service”

To “strive to provide a truly comprehensive model of care that responds to the physical, social, emotional, cultural and spiritual needs of our people”.

Our Purpose

Lead the way in providing culturally accessible, integrated health and social support services to our people so that they can live healthier, stronger, and longer lives, preserving our oldest surviving culture for future generations.

Our Values

- **Cultural Governance...** *Responsive, Leadership, Integrity*
- **Accountable...** *Respect, Responsible, Outcome Focused*
- **Collaborative...** *Partnerships, Integration, Engaged*

- **Innovative...** *Creative, Courageous, Sustainable*
- **Evidence-Based...** *Ethical, Transparent, Improvement*
- **Empowerment...** *Advocate, Motivate, Communicate*

Our Strategic Pillars

- **Access and Capability** – *improving access to high quality, inclusive health and human services that are culturally safe and responsive*
- **Innovation and Transformation** – *translating knowledge into action by championing creative approaches to planning, designing and delivering health and human services*
- **Culture and Community** – *reflecting Aboriginal and Torres Strait Islander people’s cultural values throughout the organisation’s policies, practices and relationships*
- **People** – *strengthening and empowering our capability, practices, and every community member to engage in culturally responsive ways*
- **Sustainability and Governance** – *strengthening and enhancing our foundation for long success, stewardship and influence*

Our Services

Corporate Services →

Primary Care →

Community Services →



Your Contribution

Support the Director of People & Culture with both administrative and operational responsibilities by managing the full recruitment and onboarding process. Provide guidance to employees and managers on policies and procedures, and oversee the internal transfer process, ensuring merit-based selection through recruitment.

As the primary point of contact for all recruitment, internal movements, employee relations, and related inquiries, this position escalates matters to the Director of People & Culture when necessary. Additionally, it ensures that all recruitment and onboarding processes are completed, and that staff data remains accurate and up to date.

The role also involves performing other administrative tasks as required, including leading junior HR Staff as required.

Key Responsibilities and Accountabilities

Duties & Responsibilities

- Lead the recruitment process including management of applications and the provision of advice and support in relation to end to end recruitment episodes
- Oversee the preparations communications, employment agreements, change of conditions letters and all other documentation as required in line with industrial instruments and legislation
- Work within the TAIHS framework of People & Culture (HR) policies and procedures
- Aid managers with development of position descriptions, request to recruit documentation, and recruitment process/ policies and procedures
- Support and guide employees and managers through people management process and practices
- Arrange transitional provisions for transfers, deployments and higher duties as per instructions/direction/ policy and procedure
- Management of contract renewals internal transfer process, ensuring merit-based selection through the recruitment process
- Undertake general People & Culture (HR) administration tasks as required
- Proactive engagement with Managers on strategic workforce planning (attraction and retention)
- Maintain employee records and data according to applicable legislation, policies and procedures
- Provide advice on employment and working conditions in relation to awards and conditions, and in relation to recruitment and Payroll functions
- Support the development and implementation of People & Culture (HR) initiatives and systems aligned to the strategic workforce plan
- When WHS Lead is absent, provide workplace injury management services and assist with case management, rehabilitation and return to work of injured workers, working in collaboration with Director People and Culture and TAIHS payroll service team
- Provide reports and data to the Director of People as required
- Continuously review and improve HR processes, policies and procedures and monitor compliance and performance to communicate outcomes to Management and other key stakeholders
- Ensure staff probation periods are tracked and completed, with appropriate correspondence issued
- Assist the payroll function by reviewing and verifying data and reports
- Remain up to date with Industrial relations matters and employee law, industrial relations matters and developments
- Contribute and participate where requested in risk management planning to enhance a healthy and safe workplace culture where all employees are empowered to identify, report and address WHS issues.

ALL employees have a commitment to adhere to the following:

- Work collaboratively with other team members and the wider TAIHS community in a manner that fosters positive reputation, relationships and workplace culture
- Work within legal, ethical and professional frameworks
- Ensure a commitment to all lawful and reasonable directions
- Actively endeavour to meet personal performance expectations and standards
- Participate in relevant meetings (organisation and team)
- Participate in required training and professional development programs
- Actively monitor, review and assist with improvements to policy, procedure, process and practice across TAIHS - All employees share the authority and responsibility of identifying non-compliances or possible improvements and recording these instances such that corrective or preventive action can be taken, to rectify the immediate situation and to prevent recurrence
- Commit to self-development and self-awareness to support professional growth
- Work in accordance with the TAIHS Code of Conduct and values, workplace health and safety legislation, confidentiality policies and all other relevant policies, procedures and processes
- Undertake other duties as reasonably directed

Please note that the duties outlined in this position description are not exhaustive and only provide an indication of the work involved. To achieve business needs TAIHS can direct you to perform duties which it considers are within your level of skill, competence and training.

Working Relationships

This position reports directly to the Director of People and Culture and works collaboratively with peers.

Delegations

As outlined in the Delegations Register.

Required Qualifications and Experience

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- Minimum of 3 years relevant experience in a similar size organisation in an in-house Human resources/recruitment role
- Experience in coordinating onboarding of new staff
- Relevant qualifications such as a Degree, Diploma or Certificate IV in Human Resources or willing to obtain
- Demonstrated knowledge and understanding of Aboriginal and/or Torres Strait Islander culture and a commitment to the Aboriginal and/or Torres Strait Islander local community. To understand why TAIHS service exist and the important role we play in our community.
- Working knowledge of Awards, Industrial Relations, Fair Work Act and compliance requirements including Workplace injury claims management
- Ability to apply culturally inclusive recruitment practices, to recruit, attract and retain Aboriginal and/or Torres Strait Islander people
- Ability to perform effectively in a demanding and dynamic environment/role and manage time effectively
- Demonstrated ability to take direction, determine priorities and manage workloads to meet agreed timelines and objectives
- High level interpersonal communication skills (written and verbal) with the ability to to build trusting, meaningful relationships with Aboriginal and/or Torres Strait Islander people.

- Demonstrated competence in use of Business technology, HR systems and desktop applications; internet, Microsoft word, spreadsheet and database packages
- High level of attention to detail
- Strong commitment to confidentiality

Required Licenses and Checks

- Ability to pass a National Police Check – no Serious/Criminal/Court Records
- Current Blue Card (Queensland's Working with Children Check)
- Current C Class Drivers Licence (Qld)
- Proof of qualifications and current registration (as appropriate) are to be provided prior to commencement of employment
- Ability to perform the physical requirements of the role in a safe manner

Required Attributes

- Willingness to foster a learning and develop environment
- Ability to lead and adapt to changing circumstances
- Ability to demonstrate initiative and problem solve
- Ability to positively commit and foster success within a supported team environment
- Enthusiastic, energetic and flexible with a can-do attitude
- Ability to maintain confidentiality

Practical Requirements

- Work outside of normal hours of duty may be required
- Travel across the region may be required
- Ability to perform the physical requirements of the position in a safe manner

<h4>Conditions and Benefits of the Position</h4>

TAIHS provides access to an employee assistance program and access to learning and development opportunities. Your employment experience with TAIHS will include work-life balance with competitive salary and benefits, leave entitlements, career progression opportunities and the chance to make a difference to the people and communities.

TAIHS is committed to building an inclusive culture that respects and promotes human rights and diversity. The position involves working with a multicultural organisation where the majority of employees, clients and stakeholders identify as Aboriginal or Torres Strait Islander. Employees demonstrate an understanding of the issues affecting Aboriginal and Torres Strait Islander people communicate effectively and empower Aboriginal and Torres Strait Islander people.

TAIHS acknowledges that we respectfully journey together to aspire to be a culturally capable organisation. We are an inclusive, equal employment opportunity employer and place value on our diverse workforce. We encourage applicants representing all genders, ethnicities, ages, languages, sexual orientations, people with a disability, and those with family responsibilities to apply.

TAIHS offers all permanent employees 10 wellbeing days leave on top all other leave entitlements.

