

POSITION TITLE:	WORKFORCE PLANNING OFFICER – RECRUITMENT
REPORTS TO:	TEAM LEADER – RECRUITMENT PERSONAL SUPPORT PLUS
LEVEL:	SACS 5
REVIEWED BY:	MANAGER – WORKFORCE PLANNING
DATE REVIEWED:	OCTOBER 2009

Purpose and Vision:

Our purpose is to enhance the lives of people with a spinal cord injury.

Our vision is that people with a spinal cord injury are able to live in an equitable, inclusive, integrated community, independently able to access every aspect of and contribute to the fabric of their region.

Purpose of the Role ...

To deliver to clients on Personal Support Worker recruitment needs. This includes; transactional recruitment and selection of personal support workers within legislative standards and requirements. As a member of the Workforce Planning Team this role will communicate directly with potential candidates, office based staff, Personal Support Workers and the Client in the delivery of these transactional services.

Success Factors for this Role...

<ul style="list-style-type: none"> • Ability to describe and promote the benefits of the personal support worker role to perspective candidates.
<ul style="list-style-type: none"> • Transactional recruitment and selection is completed by matching relevant values and abilities of support workers to our client needs and all aspects are provided in a professional manner.
<ul style="list-style-type: none"> • Contributing to processes, systems and quality improvements by identifying continual improvement opportunities and provide solutions.

Key Performance Indicators for the Role....

<ul style="list-style-type: none"> • Positive assessment of promotion of personal support worker role to perspective candidates (80%+).
<ul style="list-style-type: none"> • Positive assessment of core recruitment and select tasks (80%+).
<ul style="list-style-type: none"> • Ongoing vacancies on client roster/key worker/relief pool filled within 20-days of notice and compliant to internal procedures and legislative requirements.
<ul style="list-style-type: none"> • Consistently adhere to relevant policy and procedures, identifying improvements and solutions and actively participate in quality improvement through the Association.

You will bring to the role ...

Must have (skills, knowledge, behaviour & experience)	Great to have
<ul style="list-style-type: none"> • Previous experience in recruitment and selection. • Strong communication, influencing skills with the ability to communicate at all levels. • High level organisational skills with the ability to work to tight deadlines. • Demonstrated service experience within a recruitment environment. • Process driven; with an aim for process improvement. 	<ul style="list-style-type: none"> • Experience in end to end recruitment and Tertiary Qualification in Human Resources. • Previous recruitment experience in human services. • Previous experience working within a quality framework

What you will do in the Role ...

<p>Recruitment</p> <ul style="list-style-type: none"> • Conduct telephone screening and interview applicants for Personal Support Workers positions. • Recommend suitable Personal Care Assistants to Client Service Officers. • Place advertisements with relation to Personal Support Worker vacancies. • Attend weekly Vacancy meeting, with relation to Personal Care Assistants.
<p>Conflict Management</p> <ul style="list-style-type: none"> • Assist in the resolution of operational matters with relation to Personal Support Plus.
<p>Administration</p> <ul style="list-style-type: none"> • Providing HR Administrative support.
<p>Workplace Health & Safety</p> <ul style="list-style-type: none"> • Stop any unsafe work practice(s) that will put yourself or others at risk. • Report hazards and/or incidents in accordance with Spinal Injuries Association Policies and Procedures.
<p>Quality Management System</p> <ul style="list-style-type: none"> • Follow and adhere to all Spinal Injuries Association Policy and Procedures. • Participating and contributing to the compliance of the organisation in accordance to ISO 9001:2008 and the DSQ Quality Standards.
<p>Other Responsibilities</p> <ul style="list-style-type: none"> • As directed by Management.

This role can approve and make decisions on...

- Placing an advertisement for Personal Support Worker positions.
- Recommend alternative recruitment methods.
- Raise QIR's for any non compliance detected in accordance with the Spinal Injuries Association Continual Improvement Procedure
- Stop any unsafe work practice(s) that will put yourself or others at risk.

Agreed by Employee	Date
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Key Selection Criteria	
Weighting	
5	Previous experience in recruitment and selection processes.
4	Ability to describe and promote the benefits of the personal support worker role to perspective candidates.
4	Strong communication, influencing skills with the ability to communicate at all levels.
4	High level organisational skills with the ability to work to tight deadlines.
3	Demonstrated service experience within a recruitment environment.
3	Process driven; with an aim for process improvement.

KEY SELECTION CRITERIA WEIGHTING SCALE

Scale	Definition
5	Extremely important competency. Applicant must be able to demonstrate in-depth experience, skills/behaviours or knowledge to meet this criterion.
4	Very important competency. Applicant must be able to demonstrate specific experience, skills/behaviours or knowledge to meet this criterion.
3	Important competency. Applicant must be able to demonstrate general experience, skills/behaviours or knowledge to meet this criterion.
2	Desired competency Applicant must be able to demonstrate some experience, skills/behaviours or knowledge to meet this criterion.
1	Acquiring competency. Applicant must show willingness to acquire general experience, skills/behaviours or knowledge to meet this criterion.