Human Resource (HR) Adviser  
Job description

HR Advisor– Social and Community Service Level 3/4

Social, Community, Home Care and Disability Services Industry Award [MA000100]

# ORGANISATIONAL CONTEXT

My Ability Pathway (MAP) is deeply grounded in its values of being helpful, connected, active, supportive, and adaptive. As a provider of a diverse range of home, community, social, and independent living services to people with disability in South Australia, these values infuse our workplace culture with a sense of purpose and commitment. We recognise that to be truly helpful to our clients, we must constantly seek opportunities for ongoing learning and improvement. Being connected means building strong relationships with both our clients and the community, fostering a sense of belonging and trust. We are actively engaged in meeting the dynamic needs of our clients, our supportive environment empowers our team member to thrive and provide the best possible care. In this ever-evolving landscape, our adaptive nature drives us to stay ahead of the curve, ensuring that our services are relevant, effective and innovative. Through it all, our unwavering integrity is the foundation upon which our actions are built, reflecting our deep respect for our clients and our dedication to upholding the highest ethical standards.

**Mission Statement**

My Ability Pathway is committed to building connections, resilience and skills that create strong positive relationships.

Our mission is to support people with a disability to live a fulfilling life.

## Vision

We believe passionately in the power of a connected community and that everyone has a right to live an enriched life.

Our vision is a place where everyone is engaged with something they love doing.

*There are two questions we will continually ask people, to hold us accountable to our mission and vision.*

1. Is your life fulfilling? Yes/No
2. Are you engaged in something you love doing? Yes/No

## Values

Helpful Active Connected Adaptive Supportive

## Objectives

To empower clients to use choice and control in pursuing their goals.

To offer a range of high-­‐quality services with real-­‐life benefits and easy access. To develop a sense of mastery over life’s circumstances

**People are, and always will be, our priority.**

**ABOUT THE NDIS**

The purpose of the National Disability Insurance Agency (NDIA) is to implement the National Disability Insurance Scheme (NDIS) which will support a better life for hundreds of thousands of Australians with a significant and permanent disability. The NDIA will also provide great benefit to the families and carers of Australians living with a disability. The NDIS is designed to enhance the quality of life and increase economic and social participation for people with disability and will mean peace of mind for every Australian, for anyone who has, or might acquire, a disability.

# ROLE AND RESPONSIBILITY

The HR Advisor will be responsible for overseeing the day-to-day HR functions, ensuring compliance with policies, and driving initiatives that support team member engagement and retention. This role requires a proactive and organised individual who can manage multiple priorities while building a positive workplace culture aligned with MAP’s values and mission.

**KEY RESPONSIBILITIES**

**HR Operations Management**  
Oversee and streamline daily HR operations, compliance, and team member records management.

* Develop, update, and maintain HR policies and procedures to ensure alignment with legal requirements including Fair Work Act, National Employment Standards, SCHADS Award and best practices.
* Manage the team member lifecycle, including recruitment, onboarding, performance management, and offboarding processes.

**Team member Engagement and Retention**

* Implement strategies to enhance team member satisfaction and retention, such as recognition programs, engagement surveys, and wellness initiatives.
* Act as the first point of contact for team member queries, concerns, or grievances, ensuring timely and effective resolution.
* Create and maintain a supportive and inclusive workplace culture through initiatives and communication.

**Recruitment and Team Member Management**

* Coordinate and support recruitment efforts, including job postings, candidate screening, interviewing and on boarding.
* Partner with managers to identify team member training needs and develop workforce planning strategies.
* Oversee training and professional development programs to support team member growth.
* Guide and support the General Manager with managing team member performance issues, including under performance and disciplinary management.

**Compliance and Risk Management**

* Ensure compliance with all relevant employment laws, workplace health and safety standards, and organisational policies.
* Maintain accurate and up-to-date HR records, including contracts, payroll, and performance documents.
* Monitor and manage HR-related risks, providing recommendations to leadership as needed.

**Strategic HR Support**

* Collaborate with leadership to align HR initiatives with the organisation’s strategic goals.
* Analyse HR metrics and provide regular reports to inform decision-making and improve HR processes.
* Support change management efforts and initiatives within the organisation.

**KEY REQUIREMENTS**

**Education and Experience**

* Bachelor in Human Resources, Business, or a related field (or equivalent experience).
* Minimum of 4 years of experience as an HR generalist or HR adviser.
* Strong knowledge of Australian employment laws, Awards and regulations.

**Skills and Competencies**

* Exceptional organisational and time management skills, with the ability to manage multiple priorities.
* Strong interpersonal and communication skills, with the ability to build relationships at all levels of the organisation.
* Experienced with Employment Hero (desirable) and proficient with Microsoft 365 suite.
* Proven ability to handle sensitive and confidential information with discretion.
* Analytical mindset with experience in HR reporting and data-driven decision-making.

**Personal Attributes**

* Proactive and solutions-oriented with a commitment to continuous improvement.
* Empathetic and approachable, with a genuine passion for creating a positive workplace culture.
* Aligned with MAP’s values and mission to make a meaningful difference in the disability sector.

## Core selection criteria

**Values alignment:** ability to demonstrate and authentically promote My Ability Pathway values.

**Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.

**Achieves results:** Focused on optimal outcomes for clients/team members and MAP.

**Professionalism:** Executes day to day activities in a positive, friendly, and enthusiastic manner.

**Culturally Aware:** Values diversity as a strength and positively utilises diversity.

**Leadership:** Gives frequent and constructive feedback and displays personal commitment to developing others.

**Communication:** Well developed communication and interpersonal skills.

# ACCOUNTABILITY & REPORTING

The Human Resource Advisor will report directly to the General Manager of MAP and is responsible for the duties as outlined above. The Human Resource Advisor will be accountable for the duties and responsibilities of their role and for building the positive reputation of MAP.

*This job description is subject to review and may change in accordance with My Ability Pathway operational, service and customer requirements.*

## TERMS & CONDITIONS OF EMPLOYMENT

* The Human Resource (HR) Advisor is paid at Level 3/4 (dependent on qualifications and experience) as per Social, Community, Home Care and Disability Services Industry Award 2010 – Supervisor.
* This position is permanent part time. Work hours are flexible, predominantly located at MAP HQ with working from home options negotiable. Some onsite engagement with team members may be required.

## I acknowledge that I have read and understand the above Job description in its entirety and can perform all the stated requirements.

Team member Name Signature

Employer (or on behalf of) name Signature

Date