

POSITION DESCRIPTION

Issue date: 09/06/23
 Reviewed by: Chris Fitzpatrick
 Approved by: Jessica Hill
 Review date: 09/06/2025

Role:	Workforce Experience Co-Ordinator
Employment type:	Fixed term, Part-Time
Department/team:	Workforce, Inclusion & Enablement
Position reports to:	Culture & Engagement Leader
Direct reports:	Nil
Salary:	\$75,000 – \$80,00 pro rata
Location:	Melbourne, VIC / Sydney, NSW
Hybrid working:	<p>Minimum 1 day per week (part-time) or 2 days per week (full-time) in office unless otherwise agreed.</p> <p>Hybrid working days in the office may be increased or adjusted following consultation and as required by your team, manager and the operational requirements of SANE.</p>
Organisation overview:	<p>SANE is Australia's leading NGO for complex mental health. We are a medium-sized organisation (100 people with 60 volunteers) but we are driven, passionate and engaged. Our vision is an Australia where people affected by complex mental health issues live long and fulfilling lives, free from stigma and discrimination.</p> <p>We provide unique mental health services to those most in need, including counselling, peer support, groups, online forums and art programs. In addition, we educate, reduce-stigma, advocate and drive systemic change.</p>
Position contact:	<p>Name: Chris Fitzpatrick</p> <p>Email: chris.fitzpatrick@sane.org</p>

POSITION PURPOSE

Acting as the first point of call along the employee journey and providing assistance to staff, managers and external applicants, the Workforce Experience Co-Ordinator provides smooth and efficient support to the Workforce, Inclusion & Enablement team.

KEY FUNCTIONS

Key Relationships

- Workforce Capability & Enablement team
- Payroll & Finance
- Technology
- Managers
- Employees
- Candidates and external stakeholders

Key Accountabilities

Workforce:

- Administer HR related documentation and correspondence across the employee lifecycle including, but not limited to; employment contracts, probation check points, change requests, letters and documentation.
- Ensuring compliance and employee files are maintained and up to date with legislative requirements.
- Support end to end recruitment and bulk recruitment intakes.
- Provide coordination and support to Workforce, Inclusion & Enablement projects.
- Identify and implement process improvements.
- Update and review SANE's Org Chart as required.
- Be the first point of contact and triage HR inbox queries and manage escalations as required.
- Update and maintain employee files through Sharepoint and HRIS.
- Coordinate and assist to facilitate calendars, interviews and HR training and compliance.

- Provide regular metrics reporting.
- Other duties as required by the Workforce, Inclusion & Enablement team.

Office:

- Coordinate office activities and operations to secure efficiency and compliance to company policies.
- Manage phone calls to our admin line and emails to our office inbox in a timely manner, with professionalism and care.
- Triage the info@sane inbox to appropriate department.
- Manage stocks of office supplies and place orders when necessary.
- Oversee coordination of IT equipment.

KEY SELECTION CRITERIA

Skills & Knowledge

- Proven experience in a fast-paced human resources role.
- High level organisation, initiative and proactiveness.
- Excellent written and verbal communication skills.
- Sound understanding of HR functions and best practices.
- Exceptional skills in administration with attention to detail.
- Be able to work independently in a fast-paced environment and prioritise your workload.
- Ability to maintain discretion and confidentiality.
- Proved decision making and problem-solving skills.

Qualification & Experience

- Qualification in Human Resources or relevant related discipline or experience in a similar role.






HIGHLY DESIRABLE

- Knowledge and experience working with SCHADS award.
- Experience with SharePoint and HRIS.
- Experience and understanding of the not-for-profit sector.
- A passion and strong interest in mental health.

HYBRID WORKING ARRANGEMENTS

- A minimum of 2 days in the office for Full Time employees. Hybrid working days in the office may be increased or adjusted following consultation and as required by your team, manager and the operational requirements of SANE.

VALUES AND BEHAVIOUR

SANE Values	Expected Behaviours
 Respect	<ul style="list-style-type: none"> ▪ focus on the whole person and their strengths, not the illness, and believe everyone is entitled to a better life. ▪ treat everyone with grace and dignity while welcoming robust and constructive discussion. ▪ communicate our appreciation to those who give their time, advice, and financial resources.
 Collaboration	<ul style="list-style-type: none"> ▪ partner with others who share our vision, values, passion, and commitment. ▪ work with people with lived experience of complex mental health issues to build better services, policies, and programs. ▪ encourage and support each other to do the best work we possibly can by listening, communicating, and working as one team.
 Responsibility	<ul style="list-style-type: none"> ▪ do what is right, however difficult that might be. ▪ are accountable for the decisions we make. ▪ take good care of our physical and mental health and seek help when we need it.
 Celebration	<ul style="list-style-type: none"> ▪ celebrate great achievements (big or small) by ourselves and others. ▪ warmly welcome everyone who comes through our doors, and we create a fun, flexible and inspiring workplace that fosters personal and professional growth. ▪ broadcast to the world heroic stories of courage, resilience, and recovery.
 Innovation	<ul style="list-style-type: none"> ▪ have a passion for learning and disseminating creative solutions to real-world problems. ▪ embrace technology to build community and provide helpful information. ▪ seek out new ways to have greater impact through research, testing, and evaluation – always informed by people's lived experience of complex mental health issues.

PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to:

- Reference Checks
- Right To Work in Australia
- National Police Check
- Working with Children Check

OTHER INFORMATION

Note: The requirements and responsibilities contained in this position description are not intended to be all-inclusive, they may be changed by a manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed to by the incumbent and manager before inclusion. This role description should be reviewed formally during an annual planning and performance assessment process in consultation with People and Culture as required.

Equal Opportunity and Diversity Statement



SANE is an equal opportunity employer and is committed to providing a safe, culturally appropriate, inclusive service for all people, regardless of their ethnicity, faith, disability, sexuality, or gender identity. We are dedicated to developing and supporting a workforce that is well-equipped and motivated to make a real difference in the lives of people affected by complex mental health issues.

SANE strives to have a rich, diverse workforce which includes employing people with lived experience of mental health issues, Aboriginal and Torres Strait Islander people, people with disabilities, people from CALD and LGBTQIA+ communities, and people of all ages. We believe in building an inclusive workforce that sees human difference as a strength and supports our vision for all Australians affected by mental health issues to lead long and fulfilling lives, free from stigma and discrimination.

SANE encourages prospective and current employees to reach out and discuss if they require reasonable adjustments be made during the recruitment and selection process and/or in the course of employment.

Acknowledgments



SANE acknowledges the Aboriginal and Torres Strait Islander peoples as traditional custodians of the land on which it operates, and pays respect to Elders past, present and emerging.