

Position Description

Position Title:	Human Resources Assistant
Classification:	Disability Enterprise Employee Level 2
Industrial Instrument	<i>Kyeema Support Services Inc Enterprise Agreement 2023 (as amended)</i>
Division:	Human Resources
Reports To:	Human Resources Manager
Direct Reports	Nil

Kyeema welcomes and encourages applications from people with disability, Aboriginal and Torres Strait Islander peoples, and people with diverse cultural and linguistic backgrounds.

About the Organisation

Kyeema Support Services Inc (Kyeema) is a registered NDIS provider committed to delivering high-quality, person-centred services that focuses on supporting and empowering individuals to make choices to enrich their lives.

We value inclusion, respect, and integrity, and strive to create a supportive and professional environment for our staff and participants.

Position Purpose

The HR Assistant provides administrative and operational support to the HR department, ensuring the smooth delivery of human resources services in compliance with relevant legislation, industry standards, and NDIS Quality and Safeguards Commission requirements. This role supports the recruitment, onboarding, compliance, training, and employee relations functions of the organisation.

Key Responsibilities

Recruitment and Onboarding

- Assist with posting job advertisements on various platforms
- Screen resumes and coordinate interviews
- Prepare employment contracts and onboarding documentation
- Ensure all required employment documentation is completed (NDIS Worker Screening Check, WWCC, First Aid, etc.)
- Coordinate induction and orientation processes

Compliance and Record-Keeping

- Maintain up-to-date employee records
- Input and update employee data in HR systems

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- Ensure ongoing compliance with HR and NDIS standards (including training, licences, and certifications)
- Assist with audits and reporting requirements as needed

Training and Development

- Schedule mandatory training for staff (e.g., NDIS Worker Orientation Module, Manual Handling, Infection Control)
- Track training compliance and prepare compliance report for management use
- Coordinate with external training providers as required for in-house session

HR Administration

- Draft employment letters, contracts, and policy updates
- Support payroll by ensuring employee data is accurate and up-to-date
- Maintain HR inbox and respond to queries or escalate as appropriate

Employee Engagement & Support

- Respond to employee enquiries related to HR policies, entitlements, and general matters. Escalate any complex queries to the HR Manager
- Assist the HR Manager with the coordination of employee engagement initiatives (e.g. staff surveys, recognition programs)

Key Selection Criteria

Essential:

- Previous experience in an administrative or HR support role
- Strong communication and interpersonal skills
- Proficient in Microsoft Office Suite
- Excellent time management and organisational skills
- High attention to detail and organisational skills
- Excellent verbal and written communication skills
- Strong understanding of confidentiality requirements and the ability to apply discretion in sensitive situations.
- Willing and eligible to obtain NDIS Worker Screening Check, Working With Children Check and other background check as necessary

Desirable:

- Formal qualification in Human Resources, Business Administration, or similar field (desirable)
- Understanding of HR processes and employment legislation
- Experience with HRIS or staff management systems

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- Experience working in the disability or community services sector including a demonstrated understanding of NDIS compliance and worker obligations
- Understanding of employment law and compliance with the Fair Work Act

Key Performance Indicators (KPIs)

Area	KPI
Recruitment	Time-to-hire: Average time from job posting to offer made (≤ 21 days) % of roles filled within 30 days (target: $\geq 90\%$)
Compliance	100% of employee records maintained and compliant with legislative standards No overdue compliance items (certifications, backgrounds check renewals)
Onboarding	Onboarding checklist completed for 100% of new hires before start date New hire satisfaction rating of $\geq 80\%$
Training & Development	Monthly compliance reports prepared and distributed to manager
Administration Accuracy	$<2\%$ error rate in employment documentation 100% of employee data updated within 48 hours of change
HR Support Response Time	Initial response to internal HR queries within 2 business day ($\geq 95\%$)
Audit Readiness	HR files audit-ready at all times with no major non-conformances

Workplace Health & Safety Responsibilities

- Comply with WHS legislation and company policies
- Report any hazards, incidents, or injuries promptly
- Promote a safe, inclusive, and respectful workplace

Values Alignment

Position Description

Candidates must demonstrate a commitment to the values and mission of the organisation and the principles of the NDIS, including participant choice and control, inclusion, and respect for human rights.

Employee Acknowledgment

This position description is intended to provide an overview of the responsibilities and duties of the role and does not represent an exhaustive list of all tasks the incumbent may be required to undertake. Duties may be varied from time to time in line with the needs of the organisation, provided they are within the employee's skill level, competence, and classification under the relevant industrial instrument. The incumbent may also be required to perform other duties as directed, consistent with their qualifications and experience.

Employee Name:	
Employee Signature:	
Date:	

Office use only

Date of Reviewed:	September 2025
Reviewed by (insert position):	HR Manager