



**VIVID**

## Position Description

**TITLE:** Human Resources Coordinator

**REPORTS TO:** Human Resources Manager

**DIVISION:** Resources

**TIME COMMITMENT:** 40-60 hours per fortnight

**DATED:** 7 January 2026

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### POSITION SUMMARY

The key responsibilities of the Human Resources Coordinator are:

1. Delivery of administrative support and personnel reporting as required to the Human Resources Manager.
2. Coordinating the induction training of new staff, refresher training and competency checks for staff.
3. Coordinating recruitment, interviews, onboarding of staff, including carrying out reference checks as directed.
4. Coordinating the rollout of training.
5. Assisting with the delivery of Employee Experience programs such as Project U and the Mentor Program.
6. Coordinating the currency of Police Checks and NDIS Worker Screening Clearances.
7. Allocation of employee uniforms.
8. Assisting as required, the Rosters Coordinators to ensure that rosters are entered and maintained in SupportAbility in accordance with Rostering Guidelines, Payroll and Human Resources processes.
9. Assisting with the processing of payroll (when required).

# Position Description - Human Resources Coordinator

## CORE RESPONSIBILITIES

Responsibilities	Performance Measures
1. Operations	
1.1 Roster Maintenance	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"><li>• Maintaining and updating the rosters, in SupportAbility as required.</li><li>• Providing administrative support as required to Rosters Coordinators.</li></ul>
1.2 Payroll	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"><li>• Provision of back up support for Payroll staff</li><li>• Maintaining an accurate and up to date working knowledge of Vivid's Awards and Agreements.</li></ul>
1.3 Administrative support	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"><li>• Delivery and coordination of staff interviews inductions and staff onboarding process.</li><li>• Maintaining registers for NDIS Worker Screening Checks, Police Checks and Volunteer Hours.</li><li>• Updating personnel files as required.</li><li>• Delivery of administrative support through the timely, efficient and effective performance of all administrative duties required by the Human Resources Manager and Executive Manager Resources.</li></ul>
1.4 Identify, take appropriate action and communicate incidents, issues, concerns, compliments and complaints	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"><li>• Identification, and referral to the appropriate Manager, of incidents and complaints in a timely manner</li><li>• Thorough and detailed documenting of incidents and complaints</li></ul>
1.5 Other duties as directed	

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Responsibilities	Performance Measures
2. <b>Finance</b>	
2.1 SupportAbility	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>Assisting with data entry and rostering maintenance in SupportAbility as required.</li> </ul>
2.2 Other duties as directed	
3. <b>Customers</b>	
3.1 Customer Supports	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>Ensuring that support workers rostered to an activity have the appropriate skills and knowledge to adequately provide the support required</li> </ul>
3.2 Customer Administration	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>Responding to customer, family/carers and staff enquiries feedback in a timely, efficient, empathetic and supportive manner</li> </ul>
3.3 Other duties as directed	
4. <b>People</b>	
4.1 Resources	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>Supporting the effective operation of centralised rostering</li> </ul>
4.2 Assist and provide support, advice and mentoring	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>Timely responses to requests for advice and support</li> <li>Proactive, and not just reactive, support of staff</li> </ul>

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Responsibilities	Performance Measures
	<ul style="list-style-type: none"><li>• Offering advice and support to staff, and strategies for dealing with issues as they arise</li><li>• Ensuring lines of communication are open and flowing in all directions</li><li>• Thorough and detailed documenting of all actions</li></ul>
4.3 Model appropriate values and behaviours in respect to service delivery, relationships with staff and peer groups	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"><li>• Active and regular participation in staff meetings</li><li>• Promote the Values of Vivid at every opportunity</li><li>• Contribute content to publications such as Voice which emphasise the Values</li></ul>
4.4 Other duties as directed.	

## ADDITIONAL RESPONSIBILITIES

As directed by the CEO, Executive Manager Resources or Human Resources Manager.

## ACCOUNTABILITIES

Refer to the Accountabilities published on Vivid's website.

## ORGANISATIONAL RELATIONSHIPS

**Reports to:** Human Resources Manager

**Supervises:** Nil.

**Internal liaisons:** All Vivid staff and volunteers.

**External liaisons:** Vivid's clients.

## ESSENTIAL ATTRIBUTES

### Judgement and Decision Making

The position involves problem solving and the development of options, and strategies to address issues.

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The position will require the use of initiative in developing approaches and resolving issues.

## **Specialist Skills and Knowledge**

A commitment to a person-centred approach to service delivery with the aim of improving the quality of life for people with a disability.

## **Management and Leadership Skills**

The ability to effectively plan, organise and manage one's own time.

Demonstrated ability to be pro-active and show initiative.

Ability to communicate effectively, efficiently and openly.

Ability to manage and adapt to a range of challenging situations.

Well-developed computer skills with a preference for the ability to utilise all Microsoft Office programs.

## **Interpersonal Skills**

Ability to establish rapport with other members of the Vivid team and contribute to the development of a pro-active visionary work culture in the organisation;

Highly developed written and oral communication skills.

## **Licences and registrations**

A current NDIS Worker Screening Check and current Working with Children's Check (if applicable).

A current Australian driver's licence.

## **Desirable**

Experience in working with people with a disability.

Relevant experience in an equivalent role

A current unrestricted Australian Driver's licence.

## **Additional information**

Vivid encourages staff to explore Salary Packaging benefits which allows employees to tailor their salaries to best suit their individual personal and financial needs.

Vivid recognises that everyone has different responsibilities and needs. The organisation aims, whenever practicable, to provide flexible working arrangements which balance an individual's requirements.

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Date:            /            /

Signed: .....  
##  
**Human Resources Coordinator**

Date:

Signed: .....  
**Kylie Liebmann**  
**Chief Executive Officer**