

HUMAN RESOURCE POLICY

Introduction

NOSS Tasmania (NOSS) is an equal opportunity employer which positively supports the spirit and intent of the Equal Opportunity and Anti-Discrimination laws.

NOSS recognises the direct link between staff competency, job satisfaction and motivation and the quality of service delivery and, as such, supports and promotes the professional development of its staff. To this end, NOSS also encourages an 'open door policy' where all employees feel free to ask advice and give constructive feedback and suggestions to management at any time.

Staff Selection

To ensure the best possible quality of applicants, safety of clients and transparency of process:

- all positions for new staff will be advertised externally unless by specific direction of the Board of Management.
- interviews will be conducted by at least three panellists and referee checks obtained.
- no new employee will be permitted to support clients independently until a national police check has been provided.
- all employees will be required to sign a declaration to the effect that they have informed NOSS of any convictions or actions recorded or taken against them involving abuse, assault or neglect.

Staff Development

It is the responsibility of all employees to help identify areas of training which may improve the quality or safety of their work.

NOSS recognises the value of a proactive performance management process in the provision of a quality service and as such performance management is a two way process between management and employees focussing on regular feedback and review.

To this end, NOSS will hold annual Performance Appraisals in order to:

- motivate and empower employees to perform their work roles effectively.
- provide an effective channel for individual consultation between employees and Management.
- identify and resolve any employee and/or management concerns, to identify training needs and to discuss job satisfaction in an atmosphere of mutual respect and trust.

Performance management is a confidential process and as such strict confidentiality will be maintained except in cases where maintaining silence would be harmful to clients or employees. This decision will be at the sole and absolute discretion of the General Manager.

Counselling and Discipline

NOSS policy relating to counselling and discipline of employees is contained in the NOSS Counselling and Discipline Policy

Workcrew Members

NOSS policy regarding training and performance management for workcrew members is contained in the NOSS Individual Needs Policy.

PROCEDURES

1. STAFF SELECTION

1.1 Advertising

- Unless directed by the Board of Governance, an advertisement will be placed in the local paper at least one week prior to the deadline for applications.
- The following information will be sent to all applicants:
 - Position description
 - Selection criteria
- An Application for Employment (Form EMP01) which includes an authority to check references and a declaration to the effect that they have informed NOSS of any convictions or actions recorded or taken against them involving abuse, assault or neglect. Applications including addressed selection criteria will be submitted by the closing time for applications stated in the advertisement.
- Applications will be evaluated based on the application, applicant's experience and answers to selection criteria.
- All unsuccessful applicants will be advised within two weeks of the closing date for applications.

1.2 Interviews

- Interviews will be held within two weeks of the closing date for applications
- Interviews will be conducted by three panelists selected from:
 - General Manager
 - Community Access Manager or Bluegum Manager
 - Office Manager
 - Member of the Board of Management or
 - Person from another disability related organisation
- The panel will individually evaluate each applicant based on their application, presentation, interpersonal skills and responses to the interview questions. A minimum of two referee checks will be carried out using Reference Check Form (Form EMP23).
- All successful and unsuccessful interviewees will be advised within seven days of their interview.

1.3 Probation period

All successful applicants for permanent positions will serve a probationary period of three months or twenty shifts, whichever is the greater, during which time, monthly assessments will be undertaken by his/her supervisor.

All interviewees will provide a National Police Clearance and details of his/her drivers licence prior to supporting any client independently.

1.4 Matching staff and clients

If an existing employee fits the criteria for supporting a particular client, those part time hours may be offered to that employee. If no existing employee is suitable, the position must be advertised in accordance with this Policy.

If, as a result of staff or client needs, changes are necessary, staff will be notified prior to implementation of those changes with as much notice as possible. Although staff input will be considered, client needs will be given priority when determining staff/client matches.

2. EMPLOYMENT CONDITIONS

2.1 Personal/Carer's Leave

In accordance with the NES, employees are entitled to up to two weeks (pro rata) personal/carer's leave per year. If an employee is unable to attend work because of sickness, he/she must contact the office as soon as possible.

Employees will generally be permitted to take personal/carer's leave for three single non-consecutive days in a calendar year without providing a certificate. A certificate must be provided in all other instances including each time a staff member takes personal/carer's leave for two or more consecutive days.

Notwithstanding the above, NOSS reserves the right to request the employee to verify a claim for personal leave by providing a certificate for any absence from the workplace.

In the case of carer's leave only, a Statutory Declaration confirming the absence is for the purpose of caring for an immediate family member, or a member of the employees' household, will be accepted in place of a medical certificate. Statutory Declarations must be witnessed by a Justice of the Peace, or a Commissioner for Declarations (as defined in the Oaths Act (Tas)).

NOSS may also request an employee to undertake a medical examination, conducted by a registered health practitioner, where there is reasonable doubt that an employee is able to perform their work without putting themselves and/or others at risk. If this is found to be the case, the employee may be required to take leave.

2.2 Annual Leave

In accordance with the NES, full and part time employees are entitled to four weeks (pro rata) annual leave per year. The community access program has two shutdown periods. The workcrew may close for up to two weeks over Christmas. All accrued annual leave will be taken during those times or during any scheduled shut down of the service. Staff will be given notice in advance of any shutdown.

2.3 Leave at other times

Any requests for leave at any other time should be given in writing to the General Manager with at least two weeks notice. A submission must be made to the Board for any leave without pay exceeding four (4) weeks. If annual leave is approved at other times, and/or sufficient annual leave has not been accrued to cover any shut down period, employees must be prepared to take the remaining time as leave without pay.

3. STAFF DEVELOPMENT

3.1 Orientation

All new employees will participate in an Orientation process prior to commencement of work.

The Orientation sessions will include:

- Service Philosophy
- Employment Conditions
- Work Health and Safety
- Working with Clients
- Policies

3.2 Training

NOSS will provide training as required to cover areas such as

- administration of medication
- manual handling
- first aid
- report writing
- challenging behaviour
- autism
- water awareness

The Community Access Manager and Bluegum Manager will:

- obtain feedback from staff and identify training needs.
- arrange and/or conduct specific training sessions including internal/external workshops, conferences, meetings, videos etc.
- ensure accurate details of any training conducted is provided to Admin Officer on a Training Record Form (Form EMP 25).

The Admin Officer will maintain confidential training records for individual employees on Employee Database.

4. PERFORMANCE MANAGEMENT

4.1 Supervision

- Management will meet with employees as soon as possible to resolve any issues.
- Management staff will maintain an 'open door policy' where staff may discuss urgent work related issues without an appointment whenever possible.
- The Community Access Manager or Workcrew Manager will, on a regular basis, visit employees during the course of their work in order to offer support and guidance and address any concerns.

4.2 Performance Appraisals

Performance appraisal meetings will be held to discuss work performance, training needs and job satisfaction in an atmosphere of mutual respect and trust.

Performance Appraisal meetings will be scheduled on an annual basis (or as directed by the General Manager) as follows:

- A Performance Appraisal form will be given to staff at least two weeks prior to scheduled Appraisal.

- Employees will complete the Employee Response section of a Performance Appraisal Form and return it to their supervisor at least one week prior to the Performance Review meeting.
- The employee's supervisor will complete the appropriate section on the Appraisal Form prior to the Performance Review meeting.
- Performance Appraisal meetings will be held between the employee, General Manager and appropriate supervisor.
- Attendance at Performance Appraisal meetings is compulsory.
- Employees are required to sign the record of the Performance Appraisal meeting.
- At the Performance Appraisal meeting, specific performance goals will be mutually agreed and signed off by management and employee, including, where appropriate, timelines and review dates. It is the responsibility of the employee to work towards these goals.
- At the Performance Appraisal meeting, job descriptions will be reviewed and signed off by the employee.
- Completed documentation will be kept in a locked filing cabinet. Employees will be provided with a copy of the record of their Performance Appraisal meeting on request.
- When necessary, additional Performance Appraisal meetings can be arranged at the request of either the employee or management.
- If the Performance Appraisal meeting is conducted outside the employee's normal working hours, remuneration will be at the employee's normal rate of pay.

Related Policies: Individual Needs Policy
 Counselling & Discipline Policy
 Transport Policy
 Employment Manual
 Workcrew Employment Manual