



Costa Position Description

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Version No:	003
Issue Date:	16/1/2025
BU/Site:	Citrus
Authorised by:	HR Manager

Position Title:	Seasonal Worker Program Officer
Department:	Citrus and Grapes
Reporting To:	Seasonal Worker Manager
Award	Horticultural Award 2020
Level	4
Location:	Emerald

1. Basic Summary of Position:

The purpose of this role is to support Costa’s Seasonal Worker Program for the Company’s farm assets in the greater Emerald region.

The role has accountability & responsibility for ensuring the welfare of the Company’s seasonal labour workforce in keeping with the compliance requirements specified in the Deed of Agreement between the Commonwealth Government and the Company for employees who are sourced under Seasonal Worker Program / PALM initiative and for other emerging opportunities that facilitate the sourcing of seasonal labour.

The role will have specific accountability for assisting with the recruitment, on-boarding, induction and will be a facilitator of employee welfare services across the full cycle of the seasonal employment relationship.

2. Key Accountabilities and Responsibilities:

Seasonal Welfare Program Duties

- Provide Welfare/Pastoral Care support in accordance with the Deed Agreement and the Letter of Offer applicable to the year of recruitment;
- Preparation prior to and after departure of each Cohort as well as weekly inspections and maintenance;
- Support the planning and actioning of the recruitment process, on arrival briefings and induction process;
- Ensure daily attendance is reported and action taken for absent and or sick workers;
- Coordinate medical appointments for workers, including contacting medical centres and arranging transport where required;
- Assist with the organisation of training and induction activities, including scheduling the training day, time, location and attendees including administrative support, without delivering the training content;
- Reporting any breaches of discipline, injury, etc. within the expected timeframes
- Work with Community Groups to assist with worker integration;
- Attend to issues that need addressing outside business working hours to ensure the welfare and wellbeing of Seasonal Workers is maintained at all times;



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- Addressing any queries from the workers and on referring to the manager where escalation is required.
- Any other reasonable request from your Manager

Administration

- Create and update entries into the Government Portal regarding Seasonal Workers inbound and outbound travel, training, health, incidents, absconding etc as required or as directed;
- Provide administration support in relation to training, induction records, accommodation manifests and inspection notes related to Seasonal Workers;
- Liaise with payroll as required to resolve any issues regarding SWP payment and contribute to entering SWP harvest data if required;
- Provide general administration support related to the SWP program and the health, safety, wellness of the cohorts.
- Complete administrative duties including sending emails to relevant stakeholders such as internal
- Carry out administrative tasks, including correspondence with key stakeholders such as internal teams (including the Pacific Labour Team) and the Department of Employment and Workplace Relations (DEWR)

General Workplace Health and Safety Responsibilities

- Promote a safe and supportive workplace culture;
- Under the guidance of the Seasonal Worker Manager and with support from the WHS and HR Business Partners, support sites with their legal obligations through;
 - Assisting with risk assessments, including training;
 - Attending and where required facilitating meetings with the Seasonal Workers;
 - Reviewing training requirements, including induction;
 - Supporting with the development, implementation and continual improvement of WHS systems and processes and ensure they're adopted by the SWP groups;
 - Managing PPE ordering, stock control and distribution to ensure all seasonal workers are equipped with compliant, fit-for-purpose safety equipment at all times.
 - Overseeing transport logistics, including coordinating bus hire, scheduling, routine servicing, and ensuring all vehicles meet safety, compliance and operational requirements.
 - Providing coaching to season workers regarding WHS obligations including but not limited to safety training, inductions, hygiene, personal care, nutrition, sleep etc; and
 - Supporting management to identify and control workplace WHS issues which may impact seasonal workers or Costa's obligations under the Deed.
- Take reasonable care of his/her own health and safety and for the safety of others who may be affected by his/her acts or omissions at work;
- Be wholly conversant with, understand and adhere to Company WH&S policies and procedures in line with the standards of Costa Group and the requirements of the WH&S Act;
- Work in accordance with the policies and procedures of Costa Group, as amended from time to time;
- Obey all reasonable instructions to protect his/her own health and safety, and the health and safety of others;
- Correctly use and maintain personal protective equipment provided for health and safety purposes;
- Report immediately any hazards, incidents or near misses;



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- Contribute by making positive suggestions on improvements to safe work practices; and
- Be unaffected by alcohol or drugs whilst at work.

3. Key Challenges:

- Interfacing with and influencing workers from the Pacific Island region;
- Working harmoniously with a group of diverse nationalities;
- Managing and adapting to changing priorities;
- Ability to gain insight to and working with differing ethnic groups and cultures; and
- Flexibility to respond to out of hours calls on worker welfare issues.

4. Candidate Requirements:

(a) Education, Qualifications, Training:

- Intermediate level in Microsoft Excel and Word;
- Training in a Human Resource, Leadership or Safety Related discipline would be advantageous, but is not a pre-requisite for placement; and
- Ability to hold a current 'C' Class drivers' licence.

(b) Experience, Skills, Knowledge:

- Minimum 2+ years' experience in a role with recruitment responsibilities/exposure;
- Experience with Pastoral Care desirable;
- Experience in workplace health and safety compliance advantageous;
- Strong understanding of on-boarding and induction process;
- Good communication and strong relationship building skills;
- Strong attention to detail; and
- Cultural experience with people of Pacific Island ethnicity would be advantageous, but is not a pre-requisite for placement.

(c) Competencies/Character Qualities/Values:

- Determination – acting decisively and with a sense of urgency;
- Passion – challenging the status quo and acting with energy and enthusiasm;
- Accountability – focusing on outcomes and delivering on commitments;
- Sincerity – acting boldly in an open, honest, and responsible manner; and
- Respect – treating others as we expect to be treated in attitude, communication, and personal safety.

5. Other Relevant Information:

- Responsible for ensuring that your work practices are consistent with company principles;
- Ensure that behaviours outlined in Costa Group vision and values are fostered and practiced; and
- Regular local and interstate travel and site presence will be required.