

Position Description – People and Culture Officer

Position	People and Culture Officer
Classification	HS2 – HS3, dependent on qualifications and experience
Award	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Reports to	People and Culture Manager
Direct reports	NA
Key relationships	Executive Managers, Managers, Team Leaders, Payroll, Education Department, Team members, recruitment agencies, Victorian Public Sector Commission, VHIA, and Unions.
Hours of Work	Full-time, 80 hours per fortnight with monthly ADO

About Rural Northwest Health

Rural Northwest Health employs approx. 300 team members across the campuses of Warracknabeal, Beulah and Hopetoun.

Rural Northwest Health is focused on caring and supporting people to be healthy and living a full life. Our organisation is committed to delivering our strategic goals.

- Our care – we will focus on safety, quality and accessibility in delivering healthcare across our community.
- Our team – we will focus on our culture, skilling our team and ensure we have effective and fit for purpose systems to make RNH an impactful and progressive organization.
- Our partnerships – we will focus on collaboration both within and beyond the healthcare sector to meaningfully engage with our communities.

OUR VISION

Strong, healthy, vibrant
rural communities.

OUR MISSION

To promote wellness, enhance
health, and support healthy ageing.

WHAT DEFINES US



We are committed
to excellence



We listen
and collaborate



We are caring
and connected



We are friendly
and enjoy our work



We are lifelong
learners

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Position summary

The People and Culture Officer is a human resources generalist and part of the People and Culture team, working to provide a comprehensive range of services to support the provision of a strategically focused People and Culture function. Key responsibilities include co-ordination of both external and internal recruitment, onboarding and offboarding, assisting with employee and industrial relations, maintenance of all personnel records and HR documents, reporting, filing and data management, as well as support to the education and staff development function of the health service.

Key responsibilities

HR administration

- Maintain accurate employee records, including personnel files, contracts, and other HR documentation.
- Ensure compliance with internal policies and legal requirements by maintaining and updating records and ensuring data accuracy.
- Assist in preparing HR reports, presentations, briefing papers and correspondence for management and other departments within the health service.
- Support the organisation to promote a positive workplace culture.

Recruitment support

- Lead the end-to-end recruitment process, including advertising vacant positions, co-ordinating interviews, participating in interview panels, and managing regular and timely candidate communication.
- Assist in conducting pre-employment screening, such as reference and background verifications, to support informed best-practice hiring decisions.
- Plan and execute a structured onboarding, orientation and regular check-in schedule to ensure a positive and seamless experience for new starters.
- Participate in (EFT) analysis, reporting and workforce planning.

Onboarding and offboarding

- Draft, launch and promote vacancy advertisements across a variety of channels and platforms.
- Work collaboratively and in partnership with fellow People and Culture colleagues in processing all new employee documentation including background checking, onboarding paperwork, issuing employment contracts.
- Assistance with booking accommodation, visa requirements including assessments, and reimbursement of fees.
- Organise and co-ordinate the onboarding process for new employees, including the preparation of welcome materials, access to email and internal systems and programs.
- Organise initial induction and introduction to relevant departments and manage the corporate orientation day for an overall induction to the organisation.

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- Manage the offboarding process including exit interviews, the collection of company property, deactivation of accounts and communication with relevant departments as well as providing required documentation to payroll and the employee regarding cessation.

Employee Relations

- Act as a point of contact for employee inquiries regarding Enterprise Agreements and entitlements, HR policies, benefits, and other general employee-related matters.
- Support the implementation of employee engagement initiatives, such as People Matter surveys.
- Assist the People and Culture team to ensure compliance with Fair Work legislation and relevant industrial instruments.
- Assist in drafting, reviewing, and updating organisational human resource-related policies and procedures to ensure compliance with current legislation, alignment with best practices, and consistency with RNH values and goals.
- Assist in performance management processes including investigations, producing letters and issuing finalisation outcomes in accordance with relevant Enterprise Agreement, legislation and policies.

Compliance and reporting

- Help ensure the organisation complies with Fair Work legislation, relevant industrial instruments and internal policies by managing accurate record-keeping and assisting with audits.
- Generate reports related to employee data, such as turnover rates, attendance, and engagement metrics, as and when required by the board and/or executive team

Accountabilities

- Demonstrate commitment to building a collaborative and supportive culture within the organisation based on RNH values.
- Ability to work effectively within a team and contribute to a positive and professional work environment which is supportive, inclusive and embraces diversity in the workplace.
- Commitment to continuous improvement and professional growth, including remaining current in relevant skills and knowledge.
- Support the achievement of quality outcomes that align with RNH's vision, strategy and objectives.
- Demonstrate openness to change and adaptability to new and emerging challenges and responsibilities.
- Flexibility and willingness to take on additional responsibilities as and when required, in alignment commensurate skills and abilities and organisational priorities and business needs.

Key position accountabilities

Leadership, communication and stewardship

- Promote and foster a positive culture.
- Communicate respectfully and collaboratively and in a way that can be understood by individuals.
- Recognise when a person has communication needs beyond own skills and seek assistance.
- Take care when using physical resources and care for the environment.

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- Other duties as reasonably directed.

Quality and improvement

- Work consistently in line with policies, practice standards and work plans.
- Maintain quality and pride in your work.
- Seek assistance and guidance when tasks are outside experience and competence.
- Support others to achieve RNH goals.
- Make changes in own work practice and offer suggestions to improve services and care.
- Understand and act according to role to achieve Strengthened Aged Care Quality Standards and National Safety and Quality Health Service Standards (NSQHS).

Health and safety

- Consistently acts in a manner that protects own health and safety, as well as that of residents, patients, consumers, colleagues, visitors, and contractors in the workplace.
- Adheres to safe work procedures and clinical guidelines relevant to role, including infection control, manual handling, medication safety, and use of personal protective equipment.
- Promptly reports hazards, near misses, and incidents in line with RNH reporting procedures, contributing to early intervention and continuous improvement.
- Understands and follows emergency codes and procedures relevant to role and assists as directed in accordance with training.
- Actively participates in health and safety training, audits, and initiatives, and contributes suggestions to improve workplace safety.
- Identifies and escalates fatigue, stress, or psychosocial hazards and seeks support through available RNH wellbeing resources.
- Demonstrates courtesy, respect, and professionalism in all interactions, supporting both psychological and physical safety.

Personal and professional development

- Keep up to date with mandatory education requirements, relevant to role.
- Discuss with manager about abilities and capabilities required for the role.
- Recognise areas of strength and areas for development.
- Participate in personal development plans in consultation with manager.

Information management

- Communicate accurate and relevant information to appropriate people and in line with role and organisational policy.
- Always use social media responsibly and respectfully.
- Comply with legislative requirements related to documentation and information pertaining to residents, team members and the operations of all Rural Northwest Health facilities.

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- Utilise information technology as appropriate in the performance of the role.
 - Maintain privacy and confidentiality at all times.
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Key selection criteria

Essential

1. Tertiary qualifications in Human Resources, or a minimum two years' relevant experience.
2. Sound administrative skills with the ability to multi-task in a dynamic environment.
3. Ability to maintain detailed and accurate records.
4. Strong understanding of HR principles, practices, and compliance requirements.
5. Sound working knowledge of the Fair Work Act, relevant modern awards, enterprise agreements, and other applicable employment legislation.
6. Strong working knowledge of MS office suite including intermediate to advanced skills using Excel, Word, PowerPoint, Outlook, and ability to work with complex HR software.
7. High attention to detail and accuracy of HR data management to meet auditing, reporting and recording compliance requirements.
8. Demonstrated commitment to maintaining the confidentiality and privacy of employee information and HR data in accordance with organisational policies, privacy legislation, and best practice standards.
9. Excellent communication and interpersonal skills, with the ability to build effective relationships across all levels of the organisation.
10. Demonstrated ability to identify issues and assist employees with HR-related inquiries in a timely and effective manner.

Preferred

Previous experience working as a HR generalist within a hospital or health care environment.

Personal attributes

1. Well-developed skills in negotiation, engagement, liaison, and communication with a wide range of staff and external bodies.
 2. Commitment to the provision of excellent customer service.
 3. Innovative approach to strategic planning and change implementation.
 4. Ability to work independently with minimal direction.
 5. Excellent attention to detail and accuracy of documentation.
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Certificates, licences and registrations

- Current satisfactory employee police check, dated within 12 months of commencement date.
 - Current employee Working with Children Check.
 - Current Victorian driver's licence.
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Other requirements

Provide current evidence of relevant immunisation history and/or serology results, including annual flu vaccination.

Employee declaration

I declare that I understand the position description and the requirements of this position. I declare that I have the capabilities to fulfil the key responsibility areas of this position.

I understand that the information provided in this document is a general outline and does not encompass all aspects of the position.

Employee signature _____

Employee name (please print) _____ **Date** ____/____/____