

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: PEOPLE AND CULTURE OFFICER

Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 – 2026
Classification:	Management and Administrative Officer Grade 3
Site:	Hopetoun Street site, however, this position may work from any Bendigo based BCHS site as required or flexibly as negotiated.
Hours per fortnight:	45.6 hours per fortnight (0.6 FTE)
Tenure:	Ongoing
Position description developed:	June 2024
Responsible to:	Senior Leader People and Culture

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- Integrity**
 We are authentic and accountable, and we honour our obligations.
- Respect**
 We build respectful relationships through trust, empathy and collaboration.
- Inclusive**
 We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- Innovation**
 Through continuous learning, we ensure an agile, responsive and sustainable service.
- Togetherness**
 We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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The Role of the Team

The People and Culture team provides a range of human resource (HR) services to the Bendigo Community Health Services (BCHS) stakeholders. The primary responsibility of the team is to provide an organisation wide approach in a contemporary, responsive, and professional manner whilst assisting individuals and leaders with the appropriate advice and support.

Position Role

The People and Culture (P&C) Officer reports directly to and works closely with the Senior Leader People and Culture within a small team to deliver HR management and payroll system services to the approximately 280 staff at BCHS. The People and Culture team sits as one of six teams under the Executive Leader Organisational Support.

The P&C Officer provides support to the Senior Leader P&C to deliver both strategic and operational expertise to the CEO, Executive Leaders/Operations Managers, Senior Leaders, and employees on HR related matters.

The position supports the development of a highly capable, healthy, productive, and progressive workforce including:

- Collaborating with employees and managers to support professional development.
- HR information systems.
- Reporting and change management.
- Overseeing employee training and growth.
- Assessing development needs.
- Executing learning strategies.
- Tracking learning effectiveness.

The P&C Officer will contribute to the employee development, including organising training and industrial relations support, as well as student placement and volunteer programs. The P&C Officer will undertake the day-to-day functions of the People and Culture team, delivering elements of the employee lifecycle related to recruitment and onboarding, credentialing, students, volunteers, learning and development and maintaining employee files.

Position Responsibilities

- Deliver People and Culture functions of BCHS to meet legislative requirements, audit requirements and support employee health and wellbeing.
- Coordinate the recruitment, onboarding, offboarding, training functions and related systems including creation and maintenance of employee files, filing, and archiving.
- Provide administration support to hiring managers and ensure the correct recruitment process/procedures are followed.
- Participate in recruitment including interview panels, reference as required.
- Preparation and maintenance of employment contracts and position descriptions.
- Ensure all necessary qualification/registration, pre-employment probity checks, reference checks, are carried out and recorded in accordance with regulations as required.
- Manage the administration component of terminations, role changes, transfers, and changes to conditions of employment.
- Manage the recruitment email inbox.

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- Answer HR related enquires and ensuring they are dealt with correctly in a positive, friendly, and professional manner or escalating issues to the Senior Leader P&C as required.
- Coordinate student placement and volunteer programs.
- Provide employees with access and interpret legislation, awards, and agreements relevant to the HR functions and escalate as required.
- Coordinate and monitor the completion of probationary reviews for new employees and the annual performance appraisal reviews for existing employees.
- Maintain knowledge of People and Culture practices and legislative changes.
- Manage relevant incoming People and Culture team mail and action or distribute accordingly.
- Assist with the development, implementation and maintenance of People and Culture policies and procedures.
- Take minutes of meetings as required.
- Support the People and Culture team with other administration duties as required.

Key Selection Criteria

Essential:

1. Qualification in Human Resources or equivalent experience.
2. Skills in managing time, setting priorities, planning and organising own work to achieve specific and set objectives efficiently despite conflicting pressures.
3. Experience in interpreting awards/employment agreements in the health or community services industry.
4. Ability to work pragmatically and with a high level of independence within a complex environment.
5. Demonstrated ability to exercise independence and judgement when required.
6. Excellent oral and written communication skills along with the proven ability to positively influence situations.
7. Understanding of and demonstrated ability to implement confidentiality regarding records and information.
8. Strong attention to detail.
9. Intermediate to advanced knowledge of Microsoft Office.

Desirable:

1. Experience with payroll support and the HR3 Pay Ready system.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Executive Leader and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review and Development (SRD)

Each BCHS staff member is required to participate in regular scheduled organisational supervision and the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant branch and team plans and the following performance indicators.

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Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Demonstrated commitment and action to support the People and Culture team in improving its systems and processes.
- Contribution to the implementation of new systems and processes across the organisation.
- Provision of operational HR reports as required.
- Collaboration, communication, and a team approach within the People and Culture team.
- Identify opportunities and take action to support the understanding and leadership capacity of managers and employees across the organisation.
- Demonstrated interest in and professional development in interpreting awards/ employment agreements.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Demonstrate understanding and behaviour to reflect that BCHS aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.
- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally, and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS' strategic directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.

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- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children to reach their individual potential.

Other Essential Requirements

Staff will:

- Complete all required probity checks before employment is confirmed.
- Provide vaccination status information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- Salary packaging is available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.