POSITION DESCRIPTION

Executive Director People & Culture

Working at Northeast Health Wangaratta – Exceptional Care starts with Exceptional People

At Northeast Health Wangaratta (NHW), we value our employees. We offer leadership, vision and an environment with a strong sense of teamwork, integrity, accountability, and respect. We are committed to providing staff with continuing education, research and professional development opportunities. This ensures that our people are part of a skilled and knowledgeable workforce, delivering exceptional high quality safe patient care. When you choose to work at NHW, you are committing to aligning everything you do with our values – **Fairness, Excellence, Respect, Kindness, Integrity** and **Courage**.

Position Details:	
Position Title:	Executive Director People and Culture
Enterprise Agreement:	HEER Contract
Position Classification:	HEER Contract
Who does this position report to:	Chief Executive Officer
Does this position manage or supervise others:	☒ Yes ☐ No
Workplace Location:	All NHW Sites and Locations
Primary purpose of the position:	The Executive Director, People & Culture is responsible for developing and executing NHW's people, workforce and organisational capability strategies aligned with the NHW Strategic Plan, Statement of Priorities, Statement of Expectations and organisational objectives. The position leads the development of a contemporary People & Culture function that supports organisational performance, workforce sustainability, employee wellbeing, industrial compliance and a positive workplace culture aligned with NHW's values. A key focus of the role is building organisational leadership capability through succession planning, talent management, leadership development, coaching and organisational development initiatives that strengthen accountability, engagement and performance across all levels of the organisation. The Executive Director provides strategic leadership for workforce planning, workforce innovation and organisational culture, ensuring NHW is well positioned to respond to evolving workforce challenges, service demands and health sector reform. The role champions contemporary workforce practices, employee wellbeing, psychosocial safety and leadership excellence to support the delivery of safe, high-quality and sustainable healthcare services. The position also leads NHW's engagement in regional and statewide workforce initiatives, working collaboratively with the Hume Local Health Service Network, Department of Health, health services, education providers and other stakeholders to strengthen workforce capability, leadership pipelines, attraction and retention outcomes, and long-term workforce sustainability across the region.

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	The Executive Director People & Culture is a member of the Executive Team and contributes to organisation-wide strategy, governance, operational performance and achievement of NHW's strategic objectives. The Executive Director has executive accountability for: • Human Resources and Industrial Relations • Workforce Strategy and Planning • Organisational Development and Leadership Capability • Recruitment and Talent Acquisition • Payroll Services • Workplace Health, Safety and Wellbeing • Diversity, Equity and Inclusion • Workforce Systems, Analytics and Reporting • Employee Engagement and Wellbeing
Position Description reviewed:	November 2026

Key Accountabilities:	
1.	**Strategic Leadership** • Contribute as an active member of the Executive Team to the strategic direction, organisational performance and governance of NHW. Provide expert strategic advice to the Chief Executive Officer, Executive Team and Board on workforce, organisational development, leadership capability, employee relations and workforce sustainability matters. • Lead the development and execution of contemporary People & Culture strategies that support organisational priorities and future service needs. • Identify emerging workforce risks, opportunities and trends and develop strategies that strengthen workforce capability and organisational performance.
2.	**Workforce Strategy and Regional Leadership** • Lead the implementation and evaluation of NHW's Workforce Plan 2025-2028. • Oversee implementation strategic workforce solutions to address workforce supply, capability, succession and sustainability challenges. • Represent NHW on regional, statewide and sector workforce forums and contribute to the development of collaborative workforce initiatives. • Lead NHW's participation in Hume Local Health Service Network workforce initiatives, shared service opportunities and regional workforce projects. • Build and maintain collaborative relationships with the Department of Health, health services, universities, training organisations and professional bodies to support workforce outcomes. • Monitor and respond to workforce reform, industrial developments, legislative change and emerging trends affecting the Victorian public health sector.
3.	**Organisational Development and Leadership Capability** • Lead the development and implementation of organisational development strategies that strengthen leadership capability, organisational culture and workforce performance. • Provide executive sponsorship for NHW's Leadership Capability Framework and associated leadership development programs.

	• Design and oversee succession planning, talent management and capability development frameworks that build future leadership capacity across the organisation. • Foster a culture of accountability, continuous improvement, innovation and learning. • Sponsor leadership development initiatives for executive, senior leadership, management and emerging leader cohorts. • Support leaders to embed values-based leadership practices that strengthen employee engagement, organisational culture and service outcomes.
4.	**Workforce Relations and Employee Experience** • Oversee enterprise bargaining, industrial relations and employee relations strategies consistent with organisational objectives and legislative requirements. • Ensure effective management of workforce policies, procedures and employment frameworks. • Promote a positive employee experience through effective workforce practices, leadership support and employee engagement initiatives. • Ensure workforce strategies support diversity, inclusion, equity and cultural safety.
5.	**Workforce Innovation and Digital Transformation** • Champion innovative workforce models and contemporary employment practices that improve organisational effectiveness and workforce sustainability. • Lead the implementation and optimisation of workforce technologies, workforce analytics and digital workforce solutions. • Utilise workforce data and analytics to inform strategic decision-making and continuous improvement initiatives.
6.	**Governance and Compliance** • Ensure compliance with relevant industrial, employment, occupational health and safety, privacy and governance frameworks and legislation. • Provide oversight of workforce-related risk management, reporting and assurance activities. • Oversee key contracts and agreements specific to the People and Culture Division • Support Board and Executive governance processes through high-quality reporting, advice and policy development.
7.	**Diversity, Equity and Inclusion** • Lead organisation-wide diversity, equity, inclusion and cultural safety strategies that support an equitable, respectful and inclusive workplace. • Ensure workforce practices enable equal opportunity, eliminate discrimination and promote diversity across recruitment, leadership development, career progression and workforce participation. • Lead organisational initiatives that strengthen Aboriginal and Torres Strait Islander employment, accessibility, gender equity and culturally safe workplaces. • Monitor and report on workforce diversity outcomes and initiatives to support organisational and legislative requirements.
8.	**Payroll Governance and Workforce Systems** • Provide executive oversight of payroll services to ensure employees are paid accurately, on time and in accordance with relevant industrial instruments and legislative requirements. • Ensure robust payroll governance, controls and compliance processes are maintained. • Oversee payroll system optimisation, reporting and continuous improvement initiatives that enhance efficiency, compliance and employee experience. • Ensure effective integration between payroll, workforce systems, rostering and workforce planning functions. • Monitor payroll risks, audit findings and compliance obligations, ensuring timely remediation of identified issues.
9.	Other duties consistent with the position where required and/or requested by the CEO from time to time.

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Executive Director People & Culture

Key Relationships:	
Internal	**External**
• Board of Directors • Chief Executive Officer • Executive Team • Directors and Managers • Medical Workforce • Employees and Volunteers	• Department of Health • Hume Health Service Partnership • Public Health Services • Regional Health Services • Education and Training Providers • Universities and Research Institutions • Professional Associations • Industrial Organisations and Employee Representatives • Government and Regulatory Agencies • Community and Consumer Representatives

Key Selection Criteria: Essential	
1.	Relevant tertiary qualifications in Human Resources or a related discipline.
2.	Minimum of 3 years' Executive leadership experience within a complex organisation, preferably within health or other highly regulated environments.
3.	Demonstrated success leading strategic workforce planning, people and culture functions and large-scale organisational initiatives.
4.	Proven experience leading organisational development, leadership capability, succession planning and culture transformation programs.
5.	Demonstrated ability to develop and implement workforce strategies that improve workforce sustainability, capability and organisational performance.
6.	Significant experience in industrial relations, employee relations, enterprise bargaining and workforce governance.
7.	Demonstrated success developing leadership capability through executive coaching, leadership development programs, talent management and workforce capability frameworks.
8.	Strong understanding of workforce reform, workforce sustainability challenges and contemporary people management practice within the Victorian public health sector.
9.	Demonstrated ability to influence and collaborate with government agencies, health services, regional networks and external stakeholders to achieve strategic workforce outcomes.
10.	High-level communication, negotiation and stakeholder engagement skills.
11.	Demonstrated capacity to lead change, drive innovation and achieve measurable organisational outcomes.
12.	Strong understanding of governance, risk management and legislative compliance requirements.
Key Selection Criteria: Desirable	
13.	Postgraduate qualifications in Human Resources, Organisational Development, Leadership, Business Administration or a related field.
14.	Experience working within public health services or complex government-funded service environments.
15.	Experience leading regional workforce initiatives and collaborative partnerships across health service networks.
In addition to the above, all staff must have an remain current for continued employment, the following:	
1.	Current Class C Driver's Licence
2.	A current National Police Check (renewed every 3 years)

3. A current Employer Working with Children Check (renewed every 5 years)

Immunisation:

It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category C. Covid 19 vaccination is strongly recommended.

Diversity:

We encourage you to bring your 'whole self to work'. NHW is a safe and inclusive workplace. We value the visible and invisible qualities that make you who you are. We expect our workforce to align with our diversity expectations and programs. Working at NHW means you are on board with our journey, you will show respect, understanding and kindness to others regardless of ethnicity, sexuality, identity or any other protected attribute. We particularly acknowledge the traditional custodians of our land and pay our respects to elders past, present and emerging.

Mandatory Training:

It is a condition of appointment that all employees complete Mandatory Training and Clinical Competencies as required upon commencement, annually and in accordance with timelines specified in relevant health service policies and procedures.

Performance & Accountability:

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation.

Quality and Risk Management:

In order to help ensure continued employee, patient safety and quality of care:

- Understanding individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines at NHW
- Comply with requirements of the National Safety and Quality Health Service Standards, Aged Care Quality Standards and other relevant standards, regulations and legislative requirements.
- Contribute to organisational quality and safety initiatives and participate in the development and review of policies and procedures as appropriate
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Maintain a safe working environment at all times
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and our workforce

Staff are required to abide by the Code of Conduct for NHW.

Occupational Health & Safety and Wellbeing:

The safety, health and wellbeing of employees is a priority for NHW and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. I commit to:

- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- Reporting through the incident management system any near misses or incidents as they occur
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Promoting our values and vision

An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

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Policies & Procedures:
Whilst the policies and procedures do not form part of your employment contract it is expected that you will comply with NHW's policies, procedures and reasonable instructions at all times during the course of your employment.
Alignment with NHW Leadership Capability Framework
NHW recognises that effective leadership can be exercised by any member of workforce, regardless of their position. Our Leadership Capability Framework has been designed to create a common understanding of leadership capabilities and associated behaviours for all staff. This role aligns to the "Leading Service" profile within the LCF and requires the incumbent to demonstrate the associated capabilities and behaviours across the four domain areas of Self Awareness, Communication, Relationships and Results.
Cultural Competency
NHW acknowledges the traditional custodians of the lands from which our services are provided. We pay respect to Elders past, present and emerging and recognise the enduring connection of Aboriginal and Torres Strait Islander peoples to Country. As part of our commitment to improved Aboriginal and Torres Strait Islander health outcomes, persons assuming leadership roles at NHW are expected to demonstrate personal cultural competency principles and lead an environment that promotes cultural safety for patients, visitors and staff.
Confidentiality:
Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of NHW. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action and may include termination of employment.
Declaration:
As the incumbent of this position, I acknowledge that I have read this Position Description, understand its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time. I understand and accept that I must comply with the policies and procedures applicable to NHW. I also agree to strictly observe the NHW Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name:	
Signature:	
Date:	

POSITION DESCRIPTION – Jobs Demands Checklist

Executive Director People and Culture.

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.	
Position:	Executive Director People and Culture
Department / Unit:	Executive Leadership Team
Workplace Location:	All NHW Sites & Locations

Frequency Definitions:			
I	Infrequent - intermittent activity exists for a short time on a very infrequent basis	**C**	Constant - activity exists for more than 2/3 or the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	**R**	Repetitive - activity involved repetitive movements
F	Frequent - activity exists between 1/3 and 2/3 of the time when performing the job	**N**	Not Applicable - activity is not required to perform the job

Demands	**Description**	**Frequency**					
		I	**O**	**F**	**C**	**R**	**N**
Physical Demands:							
Sitting	Remaining in a seated position to perform tasks			X			
Standing	Remaining standing without moving about to perform tasks			X			
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes		X				
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes						X
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks	X					
Kneeling	Remaining in a kneeling posture to perform tasks	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery	X					
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg)		X				
	Moderate lifting and carrying (10 – 15 kg)	X					
	Heavy lifting and carrying (16 kg and above)						X
Reaching	Arms fully extended forward or raised above shoulder		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body		X				
Head / Neck Postures	Holding head in a position other than neutral (facing forward)	X					
Hand & Arm Movements	Repetitive movements of hands and arms		X				
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands		X				
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work	X					

Driving	Operating any motor powered vehicle	X					
Sensory Demands:							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc					X	
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries			X			
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals						X
Taste	Use of taste is an integral part of work performance, eg: Food preparation						X
Touch	Use of touch is an integral part of work performance						X
Psychosocial Demands:							
Distressed People	Eg: Emergency or grief situations.			X			
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.	X					
Environmental Demands:							
Dust	Exposure to atmospheric dust.	X					
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.						X
Hazardous Substances	Eg: Dry chemicals, glues.						X
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X				
Inadequate Lighting	Risk of trips, falls or eyestrain.	X					
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X					
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.	X					
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X					
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.						X
The area below is for any special comments or notes on significant physical or other demands required to perform this job:							
Nil							