

# POSITION DESCRIPTION

## People & Culture Advisor



### Working at Northeast Health Wangaratta

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:	People & Culture Advisor
Enterprise Agreement:	Health & Allied Services, Managers and Administrative Workers)Single Interest Enterprise Agreement 2016-2020, or its successor
Position Classification:	TBC pending experience
Who does this position report to:	Operational Director People & Culture
Does this position manage or supervise others:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Workplace Location:	Green Street Campus
Primary purpose of the position:	<p>The People &amp; Culture Advisor will provide expert advice, coaching and service support to Frontline Leaders and Managers and Workforce for consistent application of people processes. This full time frontline role is critical to the day to day operations of the HR division of People &amp; Culture and will require hands on HR Administration and customer service, a strong focus on EBA interpretation and classification, role variations, industrial relations, change management, grievances, general enquiries and performance management.</p> <p>The People &amp; Culture Advisor will also contribute to the broader P&amp;C Team in the development and delivery of plans and projects to ensure compliance, engagement and best practice initiatives and processes in achievement of the Operational Strategic Plan.</p>
Position Description reviewed:	November 2021

#### Key Accountabilities:

1.	Interpretation and practical application of Enterprise Agreements, Fair Work Act and other relevant legislation for managers and employees
2.	Promote an engaging and high performing culture across the workforce through the provision of leadership coaching, standardised processes and behavioural standards
3.	Draft, review and distribute a high volume of employee Contracts, Variations of Contracts and correspondence, ensuring attention to detail and compliance and professional written correspondence
4.	Facilitate and coach difficult conversations that drill down to address the real issues, manage complex people matters and provide sustainable solutions and strategies that align with our values
5.	Source information and evidence to support the resolution of employee issues and liaise with relevant advisory and regulatory stakeholders when required by the Operational Director People & Culture
6.	Contribute to the development and review of NHW Policies and Procedures – facilitate approval, distribution, education and review processes
7.	Co-ordinate and undertake requirements of Victorian Hospitals Industrial Association (VHIA) including various employee related surveys and reporting

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8.	Assist colleagues in the provision of guidance on HR governance matters, policy application, employee industrial entitlements, change impact statements etc.
9.	Provide coaching, advice and frontline support to leaders and staff on performance appraisal, grievance or complaints procedures, undertaking investigations where necessary
10.	Support the OHS and Injury Management team for industrial advice relating to matters of fitness to work
11.	Contribute to collation of HR metrics to measure performance and engagement and contribute to monthly reporting requirements and to achieving goals and projects of the P&C Operational Plan
12.	Where applicable coordinate a wide range of meetings, forums and events relevant to the People & Culture Division
13.	Liaise with the Payroll Manager and undertake regular payroll audits for classification and end of contracts
14.	Other tasks as directed to support the objectives of the team and organisation

### Key Relationships:

Internal	External
1. Executive and Operational Directors	1. VHIA
2. People & Culture Team	2. Unions and Union Delegates
3. All NHW Workforce	3. Hume Region Health Services
	4. Visitors

### Key Selection Criteria:

1.	Relevant qualification in Human Resource Management and demonstrated performance in a HR Business Partner or Generalist role with IR experience preferably in a large complex fast paced organisation
2.	Sound interpretation and practical application of multiple Enterprise Agreements, Fair Work Act and other relevant legislation and sound judgement and ability to escalate matters
3.	Strong technical HR capability with hands on experience in industrial relations, leading performance and behavioural processes, change management, leadership coaching, applying strategic problem solving and application of policies and processes
4.	Highly organised with ability to prioritise workloads, managing multiple and demanding deadlines whilst undertaking relevant administrative and reporting tasks and upholding a professional demeanour
5.	Outstanding teamwork skills, ability contribute productively and efficiently and support others, a strong work ethic, accountability, adaptability to changing priorities and high regard for teamwork values (contribute, support, trust, learn, teach and laugh – often)
6.	Possess outstanding customer service and communication skills with ability to professionally speak in front of large groups, influence outcomes, build and maintain professional relationships with all stakeholders
7.	Relevant experience and aptitude in the use of information management systems, preferably in a HR/employment-related context and a demonstrated ability to use the Microsoft Office suite of products and ability to create customised professional correspondence
8.	Ability to follow sound governance, work within limits of authority, consult appropriately and with influence and champion the decisions and objectives of NHW
9.	The fast-paced, changing environment of frontline public health will require you to demonstrate and role model emotional intelligence, personal resilience, self-awareness, maintain a healthy mindset and to accept feedback and coaching. Your relational skills and a strong sense of wellbeing are critical

### In addition to the above, all staff must have an remain current for continued employment, the following:

1.	Covid-19 Vaccination
2.	Current Class C Driver's Licence
3.	A current National Police Check (renewed every 3 years)

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4. 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 and yearly Flu Vaccination required.

### 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 other 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 Assessment:

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

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards, participation in quality improvement activities, and compliance with the policies, procedures, practices and organisational goals and objectives of NHW
- Staff are required to contribute to the development and maintenance of the NHW Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation
- A positive risk culture at NHW is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.

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.

### 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

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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.

<b>Position:</b>	People & Culture Advisor
<b>Department / Unit:</b>	People & Culture
<b>Workplace Location:</b>	Green Street Campus

### Frequency Definitions:

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

Demands	Description	Frequency					
		I	O	F	C	R	N
<b>Physical Demands:</b>							
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					

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Driving	Operating any motor powered vehicle	X						
<b>Sensory Demands:</b>								
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						
<b>Psychosocial Demands:</b>								
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					
<b>Environmental Demands:</b>								
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								