

Position Description

Position Summary

Position Title	People and Culture Coordinator (Talent & Learning)
Program	People and Culture
Enterprise Agreement / Award	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
Classification	Management and Administrative Officer Grade 3
Reports To	Senior People & Culture Business Partner
Ordinary Location	23 Lennox Street, Richmond, VIC
Immunisation Requirements	Category C

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs and improving their quality of life.

NRCH provides a range of medical, allied health, dental, community services and alcohol and other drug services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

NRCH recognises that secondary (vicarious) trauma in the case of front-line workers is a real risk. In addition, we recognise that the need for guidance for staff whose work may put them at risk of secondary (vicarious) trauma. We also take note of ongoing research on this issue.

Website Information: www.nrch.com.au

Program Description

The People and Culture (P&C) team is committed to building organisation capacity and capability and a strong performance-based culture by ensuring fit for purpose systems and ways of working across our organisation technology, workflows, policies and procedures, and employee lifecycle. With a strong focus on continuous improvement the P&C team strives to consistently deliver best practice strategies and ways of working to support our workforce in delivering a wide range of community programs and services.

Position Purpose

Working closely with the P&C team, the P&C Coordinator (Talent & Learning) will play a key role in delivery of our talent and learning processes including end to end recruitment coordination, onboarding, and learning and development activities. The role will ensure quality recruitment outcomes which align with our strategy and values, and the development of clear processes which enable exceptional candidate care, and timely and quality advice and support for hiring managers.

A strong focus for the role will be supporting our P&C Digital Ecosystem initiatives, specifically the implementation of new systems, including our ATS. This will include an emphasis on process development and improvement, along with supporting user testing and evaluation activities.

The role will enable the organisation to achieve its learning and development aims with a focus on building skills and knowledge of our workforce. These activities will allow the organisation to deliver patient focussed care and achieve collaborative and contemporary community outcomes. Additionally, this role is responsible for supporting the P&C team with generalist HR support and advice; contributing to people-related projects and activities across the employee life cycle including onboarding and induction programs, employment variation, performance management processes and exit processes.

Key Responsibilities

Recruitment and Onboarding

- Manage the end-to-end recruitment function (with a focus on candidate care) including:
 - Managing the recruitment requisition process for the NRCH workforce.
 - Providing guidance, coaching and support to hiring managers (especially on sourcing and selection) to ensure quality hires.
 - Ensuring clear and timely communication with candidates and hiring managers.
 - Employment contracts ensuring all documentation and data inputs into HR Systems are timely and accurate.
 - Supporting volunteer recruitment in collaboration with Volunteer Coordinator.
 - Supporting any student placements and/or internship activities.
- Support the development and administration of policy, process, and practice on the following areas (but not limited to):
 - Position Descriptions (PD's) and templates which are inclusive, values aligned and industrially compliant.
 - Screening and compliance checks including Criminal History, WWCC, Immunisation, Medical Credentialing, NDIS, VEVO etc
 - Onboarding and induction (including design and delivery of induction)
 - Position Management and Payroll

Learning and Development, Systems and Reporting

- Administration and coordination of Learning and Development activities for NRCH workforce, including regular review of our Training Framework and Compliance and Accreditation requirements.
- Coordinate the annual performance review process for staff, including manager support and guidance.
- Administration of our Learning Management System (LMS) and relevant HR systems/modules.
- Support HR analytics processes through data and metrics for P&C initiatives.

Generalist HR & Other Duties

- Support generalist HR activities including management of shared mailboxes and responding to HR queries/requests; and related HR administration duties.
- Work collaboratively with the P&C Coordinator (Systems and Process) and Payroll Specialist to ensure a positive employee experience across the employee lifecycle.

- Undertake adhoc projects, initiatives and tasks as directed by the Executive Manager, People & Culture and/or Senior Members Table (SMT).
- Support organisational-wide initiatives and events such as our Health and Wellbeing Working Group, Reconciliation Action Plan Working Group, RUOK Day etc.
- Other reasonable duties as required including acting as back up to Payroll Specialist as required.

KEY SELECTION CRITERIA

Qualifications

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| Essential | <ul style="list-style-type: none"> • Relevant qualifications in Business, HR or related field or equivalent experience. |
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Experience

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| Essential | <ul style="list-style-type: none"> • Experience in HR administration, recruitment and/or training. Specifically, recruitment processes, onboarding, and/or organising training providers. • Strong computer literacy and prior experience with ATS, Learning Management Systems and/or HR information Systems. • Proven ability in stakeholder and relationship management. |
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| Desirable | <ul style="list-style-type: none"> • Knowledge and/or experience in diverse and inclusive hiring practices would be highly regarded. |
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Attributes, Qualities and Skills

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| Essential | <ul style="list-style-type: none"> • Ability to manage competing work priorities to meet deadlines, in a fast-paced environment. • Flexible, proactive and solutions-focussed attitude. • Strong interpersonal skills and excellent written and verbal communication skills. • Demonstrated ability to work both autonomously and as part of a team. • Strong attention to detail • Ability to problem solve and exercise judgment and critical thinking. • Demonstrated capacity to drive continuous improvement initiatives. |
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Required Competencies, Core Values and Behaviours

Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.

- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

Problem solving:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.
- Actively participates in team activities.
- Performs own roles and responsibilities efficiently to contribute to the program and organisation's objectives
- Seeks feedback to ensure work is consistent with expectations.
- Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Community Focus:

- Is sensitive to communities' heritage, traditions and identity.
- Develops the knowledge and skills needed to provide quality client care.
- Maintains basic awareness of current community issues.

Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the line manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required

to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse, contact 000.

- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required.
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact workforus@nrch.com.au

Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g., trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g., computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g., Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. E.g., Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. E.g., Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	E.g., Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	E.g., Exposure to body fluids, bacteria, infection diseases requiring PPE	x				

Mandatory Employment Requirements

- **Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Protocol available on the intranet, as well as the Victorian Government Safety Screening Policy for funded organisations. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.
- **Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Immunisation requirements are determined by the risk Category an employees' position falls under and are detailed in the NRCH Staff Immunisation Program Procedure document available on the intranet.

I understand and have read the above Position Requirements and hereby declare that I am: Suitably qualified and experienced to undertake these duties described herein; and physically able to undertake the duties herein described without modification.

SIGNATURE: _____ **DATE:** _____

EMPLOYEE NAME: _____