



## West Wimmera Health Service

### Position Description

<b>Position:</b>	<b>People and Culture Support Officer</b>
<b>Location:</b>	Based at Nhill but may be required to work across all sites as mutually agreed upon
<b>Reporting to:</b>	People and Culture Manager
<b>Division:</b>	Quality and Safety
<b>Award:</b>	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016 - 2020
<b>Level:</b>	HS2 or Dependent on skills, qualifications and experience as per Award

#### Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometre region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

#### Our Values

##### Total Care

Delivering care that is safe, effective and person-centred, always

##### Safety

Providing a safe workplace and services free from avoidable harm

##### Unity

Working well together in a great place to work

##### Accountability

Doing the right thing by our stakeholders and ourselves

##### Innovation

Using our imagination - if there's a better way we will find it

#### Our Strategic Directions

Strategy one	Empower our community to live their best life
Strategy two	Invest in population health
Strategy three	Build partnerships for healthier communities
Strategy four	Harness technology and innovation
Strategy five	Strengthen our workforce capacity

**Position Relationships:**

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> <li>• All Employees</li> <li>• Manager</li> <li>• Executive Director</li> </ul>	<ul style="list-style-type: none"> <li>• VHIA</li> <li>• Union Representatives</li> <li>• Recruitment Agencies</li> <li>• Work Safe</li> <li>• Work Cover Insurers</li> </ul>

**Position Overview:**

People and Culture Support Officer provides administrative assistance to the People and Culture Manager and Return to Work Coordinator by coordinating and maintaining human resource documents, systems, records and WorkCover claims in accordance with the Victorian WorkCover Compensation Legislation .

Assist with the recruitment process such as preparation of job descriptions, advertisement of positions, shortlisting and applications, scribing of panel interviews and the preparation selection reports.

Assist in developing, implementing and providing high quality return to work and rehabilitation services to staff whilst striving to prevent and minimize work related injuries and illnesses through proactive strategies.

**Key Selection Criteria:****Essential:**

1. Previous experience and/or qualification working in Human Resource, Recruitment or Return to Work position or field.
2. A good understanding of sound Human Resource processes
3. High level communication, negotiation and conflict resolution skills.
4. Drive and motivation to think strategically and take initiative when it comes to problem solving.
5. A confident, proactive and solutions focused approach to completing work independently and as a productive team member.
6. Ability to learn quickly, excellent analysis, reporting and writing skills.
7. Worker screening clearance – police check, working with children check and DWES (Disability Worker Exclusion Scheme check)
8. COVID-19 Vaccination
9. Victorian Driver's License.

**Desirable:**

10. Accredited Return to Work Coordinator (or willingness to attend Return to Work qualification training).
11. Knowledge of relevant employment related laws, regulations, awards and enterprise agreements.
12. Experience in the healthcare industry.

**Key responsibilities:**

- Administration of the end-to-end recruiting process.
- Provide administration and support to People and Culture Manager.
- Provide administration and support to Return to Work Coordinator.
- To effectively and efficiently manage and continuously improve return to work outcomes and decrease injury rates.
- To strengthen relationships with injured workers and case managers to enhance and facilitate better recovery rates.
- Adhoc project support to the People and Culture team.

**Statement of duties:****Professional Practice:**

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.

**Quality, Safety and Risk Management:**

- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Executive Director Quality & Safety
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

**Communication:**

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other (relevant team members, customers, volunteers) and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.

**Direct Reports:**

- N/A

**Appraisal:**

- Initial appraisal – 6 months after appointment
- Thereafter – 12 monthly.

**Certification**

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

<b>Authorised By: People and Culture Manager</b>	
<b>Name: Taegan Jarred</b>	
<b>Signature:</b>	<b>Date:</b>

<b>Position Incumbent Name:</b>	
<b>Signature:</b>	<b>Date:</b>