

POSITION DESCRIPTION

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1 - POSITION DETAILS

Position Title	People and Culture Coordinator
Position Number	
Enterprise Agreement / Award	Victorian Stand Alone Community Health Centres (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022
Classification Level / Grade	Grade 2
Employment Status	Full Time
Service Area	People and Culture (P&C)
Team	People and Culture
Location	Parkdale
Line Manager	General Manager People and Culture

2 – ABOUT US

CBCHS is a for-cause, not-for-profit organisation providing a wide range of allied health, dental, child development, disability and aged care services to more than 15,000 clients every year in and around the City of Kingston. Many of our clients are differently abled, socially isolated, financially disadvantaged or exposed to other socio-economic vulnerabilities. Our head office is in Parkdale with programs and services also offered at Chelsea, Clarinda, Mentone, Cheltenham, Clayton and Edithvale.

We are a values driven organisation with a reputation for service innovation and quality. We are a flexible and inclusive employer that values and supports workforce diversity. We strongly support equal opportunity and encourage applications from all people including Aboriginal and Torres Strait Islander communities, those with culturally and linguistically diverse backgrounds, the LGBTIQ community, and people with a disability.

Please visit our website for more information www.cbchs.org.au

3 - POSITION PURPOSE

Reporting to the General Manager, People and Culture, the People and Culture Coordinator is responsible for supporting the People and Culture Team with exceptional HR support in areas including learning and development, recruitment and on-boarding, quality assurance, data analysis and P&C databases and systems. The P&C Advisor will also be responsible for monitoring the P&C Advice Line to provide advice or triage queries to a team member.



4 – KEY RESPONSIBILITIES

Operations/Administration

- Manage the P&C Advice Line and provide advice on policies, procedures and EBA's as well as escalate critical issues.
- Support the general administrative functions related to P&C;
- Assist in the monitoring and communication around critical dates and entitlements including contract expiry, award increments, leave and probation to ensure accuracy;
- Coordinate WorkCover with the P&C Manager including managing claims, liaising with the insurer and ensuring certificates of capacity are current.
- Prepare P&C operational reporting and P&C metrics as required.
- Oversee P&C records management (electronic and paper) and coordinate personnel file audits in line with accreditation requirements.
- Maintain the P&C SharePoint Site.

Recruitment and Exiting

- Partner with hiring managers to support the recruitment process.
- Monitor the completion of CBCHS orientation.
- Administer staff resignations including preparing correspondence, coordinating exit surveys, and monitoring exit checklists to ensure all relevant departments (IT / Reception / Facilities) are communicated with appropriately;

Learning and Development (L&D)

- Coordinate the annual performance appraisal process to ensure timely performance reviews are undertaken, including evaluations of reports.
- Coordinate external training records to ensure relevant certificate of attendance are received and recorded;
- Provide administrative support to L&D initiatives. This includes maintaining the L & D calendar, inviting and enrolling participants, tracking attendance and setting-up training programs (including IT equipment);
- Coordinate the CBCHS online learning system including compliance training.

Systems Development and Maintenance

- Monitor and assist in maintaining P&C databases and systems including CBCHS website, SharePoint, ConnX and Online Learning.
- Assist in the development and maintenance of on-line forms in SharePoint and Connx.

Other

- Assist in coordinating P&C's quality accreditation requirements including collating and uploading evidence for accreditation;
- Other duties as directed including provide back-fill for the Chief Executive Officer's Executive Assistant.

5 – ORGANISATIONAL VALUES

CBCHS is committed to achieving its Vision of better health, wellbeing and support for our communities. CBCHS staff are required to uphold the core values of:

Respect



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For each individual, families and for the diverse cultures within our communities.

Empowerment

As a cornerstone of how we work; we acknowledge the potential of each person and promote client participation and contribution.

Collaboration

With each other and with members of the community and colleagues from other organisations. We recognise that together we can achieve better outcomes.

Quality

In all aspects of our work. Our practice is evidence based and we continually strive to achieve excellence in all of our programs and services.

Transparency

In how we operate, particularly in how we make decisions and communicate.

6 – ORGANISATIONAL RESPONSIBILITIES

All employees are required to participate in organisational initiatives, including OHS, P&C, Risk, Quality, Facilities & Learning and Development.

OHS

Ensure requirements of the Occupational Health and Safety Act 2004 are followed. This includes ensuring work is undertaken safely, injuries, accidents, near misses and potential hazards are reported immediately, and as required employees participate in or support consultative structures including the OHS Committee.

Continuous Quality Improvement

Participate in the established quality and safety systems to ensure that safe high quality care is provided to all clients at all times. This includes assisting CBCHS to maintain quality accreditation standards by identifying and participating in the development and implementation of quality improvement initiatives.

Duty of Care

Take reasonable steps to protect themselves, their colleagues and clients from injury or harm. This includes ensuring that adequate supervision/support is provided to all clients.

Code of Conduct

Familiarise themselves with and abide by the CBCHS Code of Conduct and ensure that their actions are in accordance with the CBCHS values and organisation policies and procedures.

Community Participation

Assist CBCHS to promote awareness to the community that consumer, carer, and community participation at all levels of the organisation is encouraged. This includes encouraging community participation in surveys, focus groups and committees as required. Additionally, Primary Health employees must contribute as relevant to CBCHS health promotion plan by working collaboratively with other health professionals.



7 – WORKING RELATIONSHIPS

Direct Reports:

- None.

Other Internal working relationships include:

- General Manager, People and Culture;
- People & Culture team;
- ELC and CBCHS Leadership Team;
- Payroll.

External working relationships include:

- Training Providers.

8 – KEY SELECTION CRITERIA

Qualifications & Experience

- Desirable – relevant qualification and demonstrated experience in a P&C Team.

Knowledge & Skills

- Demonstrated experience with providing a range of generalist HR support in recruitment, Learning and Development, HR metrics and Industrial Relations.
- Ability to prioritise and negotiate deadlines, and develop creative and effective solutions;
- High attention to detail to ensure accuracy;
- Ability to continuously improve processes and develop creative and efficient administration solutions;
- Ability to analyse and develop HR reports to outline key themes and trends in P&C metrics;
- Excellent written and editorial skills with a demonstrated ability to proof read written material;
- IT savvy and demonstrated high level of proficiency in applications including Word, Excel, PowerPoint, Survey Monkey etc.;
- Exceptional record keeping (paper based and electronic) and database management skills;
- Possess strong professional ethics including the ability to exercise sound judgment and discretion in relation to sensitive matters;
- Excellent interpersonal skills with the ability to liaise with a wide range of individuals;
- Capacity to work independently and collaboratively in a team based work environment;
- Ability to work flexibly and take initiative to achieve results with minimal supervision;
- Current Driver License.

Compliance Checks

In line with legislation CBCHS will conduct the following checks that must be returned clear before commencing:

- Police Check - both National and International, where applicable
- NDIS Worker Screening Check, if applicable
- CBCHS Child Safe Code of Conduct Acknowledgement.
- Working with Children Check, if applicable
- Professional Registrations, if applicable

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- All employees must be either an Australian Citizen, Permanent Resident or have an appropriate Australian Visa that will legally enable them to fulfil the obligations of the contract of employment.
- Vaccination Status *

**A mandatory vaccination direction was issued on 30.9.21 for all community health staff by the Acting Chief Health Officer in accordance with emergency powers arising from the declared state of emergency, COVID-19 Mandatory Vaccination Directions (No 4) Public Health and Wellbeing Act 2008 (Vic).*

9 - AUTHORISATION

CEO	Name	Deb Stuart
	Date	January 2022
	Signature	

