



Position Description

People and Culture Business Partner

Award or EBA:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022-2026
Classification/Grade:	Grade 5
Directorate:	People and Culture
Reports to:	Chief People and Culture Officer / Senior People and Culture Business Partner
Direct Reports:	Nil

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



Inclusion

We create an equal and more respectful world by making space and standing with people of all backgrounds.



Integrity

Our ethics, fairness and transparency drive actions and outcomes that we can all feel proud of.



Excellence

We believe in extraordinary service and we achieve it by going the extra mile to help others.



Innovation

We look to a better and brighter tomorrow to shape the potential today.



Collaboration

We work together to nurture the ideal conditions for our community to thrive.

About Us

Over the past three years, DPV Health has embarked on an exciting cultural transformation called the [DPV Health Way](#). This included a values refresh, with renewed focus on Our People, their contribution to our organisation and community and enforcing our commitment to excellent care, supporting every employee in leading a happy, balanced, fulfilling life; no matter who they are, where they are from, or where they are going. Our workplace culture is committed to DPV Health' values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage and interact.

Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

We invest in Our People, proudly offering a diverse range of opportunities including knowledge sharing, ongoing learning and development, leadership development, connectedness, and celebration; these are key pillars in our culture.

About this role

The People and Culture Team provide specialist advice, coaching and support to employees and leaders across a broad range of People and Culture matters, with a strong focus on employee relations.

The People & Culture Business Partner plays a key role in building strong, collaborative relationships with managers to address complex workforce challenges, deliver tailored industrial and employee relations advice, and strengthen leadership capability to create engaged, high-performing teams. In addition, this position contributes to strategic workforce planning, organisational development initiatives, people systems enhancement, and the development and implementation of P&C initiatives.

Key deliverables for this role are to provide proactive, timely and efficient internal support as a trusted and responsive P&C Business Partner, evaluate and mitigate people related risks to safeguard the organisation and its workforce and deliver accurate and compliant P&C advice that meets legislative requirements and aligns with business objectives.

This role sits within a dynamic, fast-paced People and Culture team that is committed to delivering customer-focused, solution-oriented advice and support across the organisation.

Roles Key Accountabilities

Service Delivery

- Provide active support in implementing People & Culture strategic initiatives to drive organisational goals and enhance employee experience
- Develop and maintain strong, trusted relationships with executives, managers, people leaders and employees to provide expert guidance and timely resolution of employee relations and general HR matters impacting DPV Health operations.
- Provide coaching and mentoring for managers and people leaders on varied people and culture matters to improve leadership capabilities
- Ensure all activities align with relevant EBA, Award and FWA terms and conditions
- Coordinate and support activities related to Enterprise Bargaining Agreements (EBAs), Awards, and engagement with unions or employee representative bodies.
- Proactively build relationships with regulatory bodies and external parties including Victorian Hospitals Industrial Association (VHIA), our insurance body (VMIA), our Workcover insurer (DXC) and various employee industrial bodies
- Provide balanced advice that carefully considers potential risks and includes strategies to mitigate them wherever possible
- Deliver advice that is person-centred while ensuring alignment with business objectives and operational requirements

- Provide an escalation point for complex HR Advice and provide support for the P&C team across the employee life cycle including recruitment, onboarding, credentialling, probation management, managing underperformance and offboarding
- Assist in managing the annual performance review cycle, providing process and system guidance, clarity, coordination and reporting as required
- Conduct exit interviews and analyse feedback to identify opportunities for cultural and organisational improvement
- Collaborate with the Health, Safety and Wellbeing Coordinator to manage injuries and return to work programs for both work and non work related conditions
- Review and update P&C policies, procedures and systems to ensure they meet legislative changes, quality and accreditation standards, Award/Agreement updates and organisational change
- Periodically review and contribute to the maintenance and enhancement of People Systems and Information including online workflow refinement and re-design, data input and reporting for optimal utilisation, efficiency and employee/leader experience
- Actively support all P&C functions / events and staff engagement activities
- Support the design and facilitation of P&C activities such as induction, orientation, online training modules, events and celebrations and employee initiatives.

Reporting, System and Analytics

- Actively use and promote the use of DPV Health systems such as ELMO, SharePoint, Prompt and others
- Continually review service/support provided to analyse success and areas of improvement
- Maintain accurate P&C information in ELMO and Personnel files
- Analyse data to identify improvements in P&C related KPIs
- Monitor, review, update and provide recommendations for automation of HR processes and systems
- Conduct audits relevant to service delivery to ensure compliance with policies and procedures, identify opportunities for improvement and to meet accreditation and legislative standards

Financials, Budgets, Target, Funding

- Identify opportunities to enhance the financial sustainability of the People and Culture team
- Ensure that all financial transactions are undertaken in line with approved DVP Health policy and delegations

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews.
- Actively participate in all required training, induction and development activities
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and with a solutions focus
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct.

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards.
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.
- Actively monitor and improve the quality and safety of their care and services.
- Identify risks as they emerge and proactively address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

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| • Current Victorian Drivers Licence | • Valid Working with Children Check |
| • NDIS Clearance Check | • Satisfactory Police Check |
| • Travel between sites is required | • Vaccination Status Declaration as per the Workforce Vaccination policy & Procedure |
| • International Residency Stat Dec and International Police Check (if required) upon commencement | |

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Qualifications

- Relevant tertiary qualifications in Business, Commerce, Human Resources, Organisational Psychology, Employee Relations or equivalent

Experience & Skills

- Demonstrated generalist experience in Human Resources, Employee Relations and Industrial Relations, ideally within a medium to large complex organisation
- Exceptional interpersonal, communication, influencing and presentation skills with the ability to engage effectively across all levels of the organisation
- Proven customer-focussed approach, with a track record of building positive and productive working relationships
- Ability to innovate, lead and implement organisational change initiatives and people programs

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- Strong understanding of business principles, continuous improvement and performance metrics, with experience in change and project management
- Experience in the Health, Community Services or related sectors is highly regarded
- Demonstrated capability in developing and maintaining HR systems, including HRIS, policies, procedures, tools, forms, checklists, and training materials with strong analytical and technical skills
- Sound working knowledge of relevant legislation and regulations
- High level of initiative, self-direction, and ability to work collaboratively within a dynamic and fast-paced team environment
- Excellent organisational and time management skills, with strong attention to detail
- Ability to work autonomously and adapt to a changing work environment
- Professional, flexible, and solutions-focused approach, aligned with organisational values and behaviours

Service Delivery

- Understanding organisational needs and providing excellent service.

Communication and interpersonal approach

- High level of energy, initiative, sound judgement and a sense of urgency
- Excellent communication skills including an ability to work within an inter-professional framework and collegiate manner
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner
- Excellent written and verbal communication skills
- Ability to present complex information in an easily understood and accessible format
- Utilises interpersonal skills and tools to establish constructive rapport with employees from a variety of cultures, religions and socio-economic circumstances

Planning and Organisation

- Ability to write clear, concise and informative reports
- Analyse and present complex information in an easily understood and accessible format
- Demonstrated ability to participate in a performance driven environment
- Solution orientated and creative thinker
- Ability to work independently and meet agreed timelines

Industry

- Ability to work independently and respond to a changing work environment

Quality, process improvement and innovation

- Uses initiative in identifying continuous quality improvement opportunities
- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the client
- Capacity to make decisions, find solutions and escalate when required

- Seek opportunities to improve processes adapting to a flexible and changing environment
- Commitment to maintaining a high standard and quality of work and ethics

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature_____ **Date**_____