

Greatness Starts Here



Position Description

People & Culture Coordinator

Award or EBA:	Health and Allied Services, Managers and Administrative Officers Multiple Enterprise Agreement 2022-2026
Classification/Grade:	Grade 3
Directorate:	People and Culture
Reports to:	People and Culture Business Partner
Direct Reports:	Nil

Our vision is ensuring the health and wellbeing of our community.

Our values are:



Inclusion	Integrity	Collaboration	Excellence	Innovation
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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 the role

This position contributes to the operational success of DPV Health through the delivery of Human Resources Coordination and support across the organisation.

The People and Culture (P&C) team is responsible for leading all aspects of Human Resources and people management as well as organisational culture and capability to support the success of the organisation and its strategic objectives. The function coordinates all activities relating to people management including recruitment, onboarding, induction, remuneration, benefits, retention, performance management, compliance, workforce and leadership training and development, Occupational Health & Safety, employee experience, workplace relations, workforce metrics, analytics and people administration services together with contributing to strategic planning and internal initiatives, the creation and implementation of organisational strategies, workforce planning, policies, and practices.

This role is accountable for coordinating activities across the employee lifecycle and provides operational expertise to managers, leaders and employees. The role has specific contribution to the attraction, recruitment and onboarding of new employees as well as ensuring ongoing compliance of our employee credentials are maintained as per organisational and numerous accreditation requirements. The role is responsible for employee contract generation of both new and existing employees and maintaining all employee records within our HRIS.

In conjunction with the Business Partnering team and relevant recruiting managers, this role will be required to ensure all advertised employment opportunities are advertised in alignment with our Employee Value Proposition, DPV Health Branding and managed and responded to as per our commitment to the circle back initiative.

This position requires high attention to detail, confidentiality, timely response and efficient expertise to ensure that DPV Health activities comply with legislative requirements, EBA provisions and DPV Health's policies and procedures.

Roles Key Accountabilities

Service Delivery

- Provide administrative support with end to end recruitment and onboarding of new employees across the organisation
- Provide support and coaching to managers and leaders with existing staff contractual changes and other P&C requirements for DPV Health employees
- Support the coordination and documentation of employee contractual changes including secondments, secondary positions, higher duties and other arrangements
- Support quality improvement processes identified as relevant to P&C policies, procedures and practices
- Identify and continually improve P&C functions from an internal customer quality, innovation & organisational point of view
- Support the delivery of the People & Culture strategic plans and initiatives

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- Support the P&C Coordinator with activities for relevant EBA's and Awards including updated agreements, their impact and implementation of changes including salary increases and changes to employee terms and conditions
- Offer advice and solutions to internal customers based on experience with a solutions based approach
- Ensure all activities align with relevant EBA, Award and FWA terms and conditions
- Offer assistance to update position descriptions across the organisation as required
- Develop appropriate templates, guides, forms and checklists as required
- Assist with the design and delivery of P&C activities such as new employee induction, orientation, online training modules etc
- Source and arrange external or face to face training including activating the online learning booking system
- Comply and record all new employee and existing employee documentation in line with organisational and legislative requirements
- Support the P&C driven compliance item reminder system to ensure reminders, follow up, non compliance & escalations are actioned, recorded and evidenced
- Provide assistance with reporting as required

Reporting, System and Analytics

- Actively use and promote the use of DPV Health systems such as HRIS (ELMO), SharePoint, TRIM, Riskman, MyBookings, MSTeams and others
- Continually review the P&C team use of HRIS to analyse success and areas of continuous improvement and system optimisation

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, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- 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

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- 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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| <ul style="list-style-type: none"> • Current Victorian Drivers Licence • Vaccination status as per category A Employee • Travel between sites is required | <ul style="list-style-type: none"> • Valid Working With Children Check • Satisfactory Police Check • International Residency Stat Dec and International Police Check (if required) |
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Authority

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

Key Selection Criteria

Experience & Skills

- Prior experience working in a HR / Health /recruitment or a customer driven role
- High attention to detail and maintaining the strictest confidentiality
- Strong knowledge and experience with computers and working with a variety of systems
- Experience working with internal customers in an administrative support role
- Understanding of compliance requirements within the area of HR
- Committed to maintaining a high standard and quality of work

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
- Communicate with a diverse range of audiences in an informative, engaging manner and ability to explain complex information in an easily understood format
- Excellent written and verbal communication skills.
- Sensitivity to issues relating to our community and organisation of wide diversity

Client Focussed

- Ability to deliver results and meet and exceed your client expectations.
- Excellent at developing, establishing and sustaining interpersonal relationships.
- Ability to understand the client needs and delivery the required service

Planning and Organisation

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- Demonstrated experience working in a high pressure environment, managing time sensitive priorities and demands from multiple sources
- High level of accuracy
- Ability to prioritise and independently manage competing demands and scenarios

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

Self-motivated

- Solution orientated and creative thinker
- Ability to work independently and meet agreed timelines

Extras depending on the role

- Competent computer skills and use of multiple systems
- Flexible with the ability to problem solve and demonstrate initiative

Employee Acknowledgement

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

Signature _____ Date _____