



Great People.
Great Careers.
Excellent Health Care.

Greatness
Starts Here



Position Description

Placement Coordinator

Agreement:	Health and Allied Services, Managers and Administrative Officers Multiple Enterprise Agreement 2022-2027
Classification:	HS3
Directorate:	People & Culture
Reports to:	Employee Experience Lead (Student Placements) Chief People & Culture Officer (Volunteer Placements)
Direct Reports:	N/A

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

Our values:



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

This position contributes to the operational success of DPV Health through the facilitation and administration of student and volunteer placements. This role will contribute towards People and Culture initiatives across the directorate.

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.

These commitments extend to our innovative employment pathways, extending to industry, practical and clinical placements for students, and the valuable contributions of our volunteer network. This role has key accountabilities in the end-to-end coordination, stakeholder relationship management, reporting, monitoring and delivery of valuable practical experience for professional and clinical student placements as well as fostering opportunities to enhance DPV Health's volunteer workforce.

We acknowledge the pathway through coursework develop the theory base for careers and to complement that, we offer quality clinical and practical placements through high quality, structured mentorship with a dedicated and motivated team, valuing excellence, integrity, and persistence. We enable students to put theory into practice and do meaningful work to support and enhance the health and wellbeing of our community. DPV Health coordinates student placements through our partnerships with tertiary education providers.

Further, at DPV Health we highly value our volunteers for their generous time, commitment, and dedication to collaborating with us. Our volunteers come from all walks of life, backgrounds, experiences, and age groups and support our service delivery. We also use volunteering as a pathway to employment with many great successes with volunteers being appointed to employment roles throughout our organisation.

With a growth mind-set this role will operationalise the pathways to employment through student and volunteer workforce engagement, offering to support Our People to reach their potential in work, study and contributing to the greater community.

Roles Key Accountabilities

Service Delivery - Student Placements (Clinical / Practical / Industry / Work Integrated Learning)

- Support the delivery of the People and Culture operational plans and initiatives.
- Source and manage beneficial partnerships with external providers.
- Student placement coordination and support for secondary, tertiary and VET placements, in both clinical, community and non-clinical disciplines.

- Promote education and collaboration between clinicians/employees across DPV Health service areas to support the further development of student placements.
- Provide support to DPV Health clinical supervisors and extend professional development opportunities that support the facilitation of student placements, fostering enhanced student development.
- Foster partnerships with existing education providers and industry networks, prioritising placements for students from preferred education providers and centres of excellence.
- Continue to maintain the use of the Department's Placeright portal for student placement offers, allocations, partnership management and associated reporting.
- Maintain the Student email inbox and respond to all enquiries.
- Coordination of all onboarding and credentialling requirements for students prior to their scheduled commencement date, consistent with People and Culture operational requirements
- Organise timely invoicing and payment for clinical placements, where contractual terms stipulate with support from the Employee Experience Lead.
- Ongoing review and maintenance of all student placement contract agreements, to be consistent with DPV Health current practice and the Department's Standardised Schedule of Fees for Clinical Placement of Students in Victorian Public Health Services.
- Initiate post placement engagement and satisfaction survey to students and supervisors for feedback and continuous improvement.
- Identify ongoing student engagement opportunities to pipeline early career talent for potential graduate opportunities.
- Offer advice and solutions to internal customers based on experience and a solutions-based approach.
- Represent DPV Health at industry forums and employment expos.

Service Delivery – Volunteer Coordination

- Contribute to the implementation of DPV Health's volunteer strategy.
- Work with local & national volunteer agencies and partner organisations to establish suitable volunteer networks and talent pools.
- Be the first point of contact for all prospective volunteers (pre-program deployment) and ongoing.
- Support best practice in volunteer selection, onboarding and volunteer deployment and post volunteering debrief with the support of the People and Culture team.
- Development of communications plan including social media plan and digital story telling.
- Support grant writing and report writing to funding partners.
- Work with partners & stakeholders to develop information for program volunteers.
- Coordinate business unit and program level requirements and facilitate assignment of volunteers to weekly volunteer-led activities.
- Undertake a needs assessment for volunteer training requirements.
- Support volunteers to access suitable certificates prior to departure (e.g., Pool Lifeguard).
- Support volunteers to access all training and development obligations.
- Ensure all planned groups occur as scheduled e.g. walking groups, water exercise program, community kitchens, transport and delivery requirements, community connect programs etc.
- Maintain the Volunteer email inbox and respond to all enquiries.
- Work collaboratively with internal stakeholders and other partner organisations to promote volunteering and support volunteers.
- Work within a client centred framework to provide volunteer support services.

- Support best practice standards in the planning, implementing, and evaluating volunteer programs.
- Participate in the identification and dissemination of resources and information via a range of media relevant to the volunteer service.
- Acknowledge and recognise volunteers for their service.
- Direct, supervise and assist in the training of students, volunteers and other stakeholders as required.
- Attend Volunteer Coordinator Network meetings and events as required.

Reporting, System, Process and Analytics

- Maintain the Placeright portal for accurate and timely allocations and reporting.
- Actively use and promote the use of DPV Health systems such as ELMO, Riskman, Placeright and others as required.
- Monitor and report monthly volunteer coordination hours for government funded programs.
- Fortnightly processing of accounts payable to facilitate volunteer reimbursement requests.
- Prepare monthly, quarterly, and annual reporting as requested both internally and externally for student and volunteer placements.
- Consult with Finance to prepare timely invoicing for clinical placement fees where applicable.
- Achieve performance, financial and individual Key Performance Indicators as outlined in Performance Appraisal process.
- Assist to develop, implement, and evaluate the effectiveness of the volunteer service in partnership with other team members.
- Support business development opportunities in the volunteer service
- Maintain timely and accurate statistical input into relevant databases.
- Accurately manage volunteer records and uphold Volunteering Victoria Membership.

Financials, Budgets, Target, Funding (if appropriate)

- Ensure that all financial transactions are undertaken in line with approved DVP Health policy and delegations.
- Achieve targets/budgets for the People and Culture directorate, relative to volunteer engagement and student placements.
- Work in partnership with Employee Experience Lead, Chief People and Culture Officer & DPV Finance team to ensure that placement reimbursements are collected in a timely manner as per contractual/placement agreements.
- Identify opportunities to enhance the financial sustainability of all volunteer activities, and student placements.

Culture, Engagement, Diversity

- 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 sessions 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.
- Actively identify, monitor, and manage areas of key risk and lead appropriate escalation and response.
- Identify risks as they emerge and proactively address new and known risks.
- Support quality improvement processes identified as relevant to the delivery of student and volunteer services within DPV Health
- Complete all allocated mandatory training requirements and refresher training as required.

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

- Satisfactory Police Check and International Police Check (where required)
- Valid Working With Children Check
- Current Victorian Drivers Licence
- Travel between sites is required
- Evidence of COVID-19 vaccination (or valid medical exemption)

Authority

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

Key Selection Criteria

Qualifications

- Undergraduate or certificate in a Business, Human Resources, Administration or Health Related discipline
OR
- Extensive work experience in the university or TAFE industry facilitating student placements, or a related field can be a substitute for formal qualifications.

Experience & Skills

- Demonstrated experience in administration, including database management, reporting and document processing.
- Familiarity with healthcare and community health organisational departments to support student placement requirements.

- Experience in student or early career support and education.
- Experience working in a Human resources, Education or Organisational Development environment.
- Desirable: Experience working in a supervisory capacity in a community setting including work with volunteers, CALD members of the community, Aged and clients with a disability

Communication and interpersonal approach

- Elevated level of energy, initiative, sound judgement and a sense of urgency
- Excellent written and verbal communication skills, including an ability to work within an inter-professional framework and collegiate manner.
- Sensitivity to issues related to the provision of services in a community of high cultural diversity.
- Communicates with a diverse range of audiences in an informative, engaging, and persuasive manner.
- Ability to present complex information in an easily understood and accessible format.
- Experience facilitating and supporting students and volunteers.

Client Focussed

- Ability to deliver results, meet and exceed your stakeholder expectations.
- Excellent at developing, establishing, and sustaining interpersonal relationships with internal and external partners.
- Demonstrated responsiveness. (Internal and external)

Planning and Organisation – Commercial focussed

- Experience in a time-sensitive environment managing priorities and requests from multiple sources.
- Strong business/commercial acumen
- Highly numerate with strong diligence and confidentiality
- Confident using various databases and technology platforms.
- Ability to write clear, concise, and informative reports.
- Ability to work independently and respond to a changing work environment.

Quality, process improvement and innovation

- Uses initiative in identifying continuous quality improvement opportunities.
- 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 _____