

# POSITION DESCRIPTION

Template Version: 20190601

## 1 - POSITION DETAILS

<b>Position Title</b>	People and Culture Administrator
<b>Position Number</b>	PC – PCA – 00001 – People and Culture Administrator
<b>Enterprise Agreement / Award</b>	Victorian Stand Alone Community Health Centres (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022
<b>Classification Level / Grade</b>	Grade 2
<b>Employment Status</b>	As per Contract
<b>Service Area</b>	People and Culture
<b>Team</b>	People and Culture
<b>Location</b>	Parkdale
<b>Line Manager</b>	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](http://www.cbchs.org.au)

## 3 - POSITION PURPOSE

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

## 4 – KEY RESPONSIBILITIES

### Operations/Administration

- Undertake general administrative functions related to P&C;
- Coordinate the P&C Advice Line and e-mail enquiries and in consultation with Senior P&C employees provide basic advice on policies, procedures and EBAs;
- Monitor and ensure communication around critical dates and entitlements including contract expiry, award increments, leave and probation to ensure accuracy;



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- Coordinate employee engagement surveys and other organisational wide surveys;
- Coordinate CBCHS performance appraisals;
- Assist the P & C team to maintain Quality accreditation by monitoring deadlines and updating Policies & Procedures and other relevant documentation;
- Oversee P&C records management (electronic and paper) and coordinate and manage the undertaking of personnel file audits in line with QIP requirements;
- Coordinate parental leave framework;
- Represent P&C on required Committees;
- Coordinate WorkCover including claims management and related administration.
- Assist in preparing P&C operational reporting and P&C metrics;

## Recruitment and On-Boarding

- Support the end to end recruitment administrative duties and co-ordinate the on-boarding of employees including:
  - Providing advice to managers ;
  - Preparing and monitoring the return of employment documentation;
  - Monitoring the completion of CBCHS orientation within business units;
  - Coordinating the delivery of the CBCHS in-house induction / orientation program.

## Exiting

- 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;
- Assist in the evaluation and reporting of exit interviews.

## Learning and Development

- Coordinate the annual performance appraisal to ensure timely performance reviews are undertaken, evaluated and reported to the Executive Leadership Team;
- Coordinate external training records ensuring relevant certificate of attendance are received and recorded;
- Provide administrative assistance to L&D initiatives. This includes maintaining the L & D calendar, inviting and enrolling participants, liaising with providers, tracking attendance and setting-up training programs (including IT equipment);
- Coordinate the CBCHS online learning system. This involves establishing accounts, passwords, loading courses, tracking course completion, entering external training records and providing reports;
- Coordinate compliance training in areas including OHS, bullying and harassment and privacy and ensure required record keeping obligations are met.

## Licence and Registrations

- Monitor and ensure currency of professional memberships, registrations and licences;
- Coordinate P&C compliance obligations including practitioner registrations, police checks, working with children checks, NDIS Worker Screening, relevant code of conducts required. Ensure compliance with relevant legislation and government policies.

## Systems Development and Maintenance

- Monitor and assist in maintaining P&C databases and systems including CBCHS website, SharePoint, ConnX and Online Learning. This includes being the content owner for P&Cs content on SharePoint and the Internet and ensuring these are updated and maintained.



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- Assist in the development and maintenance of on-line forms in SharePoint and Connx. Maintain reporting functions linked to these.
- Develop and maintain P&C databases, electronic systems, electronic forms and associated processes;
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## Other

- Assist to coordinate P&C's quality accreditation (QIP) requirements including loading 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

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.



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## **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:**

- VHIA;
- Training Providers.

## **8 – KEY SELECTION CRITERIA**

### **Qualifications & Experience**

- Relevant and demonstrated People and Culture experience or high level administration experience;

### **Knowledge & Skills**

- Demonstrated experience with providing a range of administrative support (preferably within Human Resources) with the ability to prioritise and negotiate deadlines, and develop creative and effective administration solutions;
- High attention to detail to ensure accuracy;
- Ability to continuously improve processes;
- Strong experience in planning and coordinating multiple projects and supporting stakeholders to deliver;
- 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;



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- Ability to manage up where necessary to ensure team deliverables are completed in a timely manner;
- 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;
- Disability Code of Conduct Acknowledgement – if applicable;
- CBCHS Child Safe Code of Conduct Acknowledgement;
- 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.

## 9 - AUTHORISATION

<b>CEO</b>	Name	Deb Stuart
	Date	
	Signature	

<b>Employee</b>	Name	
	Date	
	Signature	

