



GV Health

# Goulburn Valley Health Position Description



CREATE Outstanding

<b>Position Title:</b>	Employment Services Officer
<b>Reports to:</b>	Manager Employment Services
<b>Department:</b>	Employment Services
<b>Directorate:</b>	People, Development & Safety
<b>Cost centre:</b>	R1952
<b>Code &amp; classification:</b>	Grade 2 (HS2 - HS20)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)
<b>Employment conditions:</b>	

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Euroa, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, therefore employment within GV Health is conditional upon evidence of having been vaccinated.

## OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

## OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

### Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

### Respect

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.

### Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.

### Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.

### Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

### Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.

**CREATE Outstanding**

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health’s purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

**ROLE STATEMENT:**

The People, Development & Safety Department provides a range of strategic and operational human resources services and support to GV Health and its associates, including Yea & District Memorial Hospital and Hume Rural Health Alliance.

The Employment Services Officer reports directly to the Manager Employment Services. The Employment Services Officer is the first point of contact responsible for providing comprehensive information, advice and support to line managers and employees on the full range of employment functions and processes, from recruitment through to termination. The position is responsible for supporting a range of systems and processes relating to the employment life cycle, ensuring continuous improvement to increase efficiency, accuracy and reliability of employment services within the unit.

The Employment Services Officer is responsible for developing effective working relationships with customers, colleagues, suppliers and providing an effective and customer focused service.

**KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:**

*Duties in this position description are shared between two (2) Employment Services Officers.*

**Advisory Service**

- Coach and support to Recruiting Managers to use operational systems and processes
- Provide support and advice to Hiring Managers on recruitment related matters
- Provide support to the Employment Services Receptionist to ensure a timely and accurate response to all queries - by phone, email and in person
- Maintain accurate and complete records and file notes of all interactions with managers and employees to enable the identification of issues and trends
- Provide information and advice to line managers on pre-employment screening processes that are required for different positions pursuant to GV Health policies and guidelines
- Provide relevant information, advice and support to new employees relocating to the region to support their transition and commencement at GV Health
- Be the first point of contact for employment benefit providers, including Aware Super, HESTA, Maxxia salary packaging, BUPA and HCF private health insurance
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Support the Employment Services Advisor and Manager Employment Services to facilitate one on one and small group training sessions for Hiring Managers in relation to Employment Services related matters.
- Refer any complex queries or issues to the Employment Services Advisor (as appropriate) to address, providing ongoing support to ensure a timely response

**Systems, Policies and Processes**

- Review employment services processes on an ongoing basis to ensure they are efficient, effective and responsive to the needs of managers and employees
- Work proactively on the identification of system and process improvements, with a focus on automation wherever possible
- Work with Service Manager to ensure that all first tier enquiries are attended to efficiently, providing guidance and support to enhance their understanding of core functions and processes for managing the employment life cycle
- Provide the Manager Employment Services with research and administrative support for the development of policies, projects and initiatives as required
- Support the Employment Services Receptionist with queries as required
- In conjunction with the Manager Employment Services and the Employment Services Advisor, identify, develop and assist with implementing strategies to improve internal processes within the Employment Services team.
- Maintain a solid working knowledge of all legislation, relevant Enterprise Agreements and local policies and procedures
- Participate in quality improvement activities.

**Recruitment**

- Coordinate the recruitment process in SAP SuccessFactors, including compliance checks, onboarding and offboarding.
- Provide assistance and advice to Hiring Managers and staff relating to the SAP SuccessFactors and other relevant recruitment and selection processes.
- Assist Hiring Managers with recruitment and selection processes, including the development and review of Position Descriptions, drafting job advertisements, providing assistance with the development of interview questions and guides, participation on interview panels, conducting reference checks (where required) and with the support of providing relevant tools and resources
- Assist line Managers with the classification/grading of positions, and effectively review position descriptions to ensure the contents meets the classification/grading being proposed
- Coordinate bulk recruitment processes (where required)
- Maintain a collaborative relationship with all Hiring Managers, including one on one visits, telephone and email contact, as well as prompt response to calls and dealing with specific issues;
- Provide recruitment advice to Hiring Managers with reference to best practice, policy, procedure and legislation, including the following; processes, enterprise agreements, classifications, cost centre allocations, entitlements and relevant issues within the E-Recruitment system.
- Maintain and regularly update the templates within e-Recruit, such as advertising templates.
- Contribute to the Departments Recruitment Strategy
- Attendance and participation in Careers Days and Expos

**Employment**

- In conjunction with the Employment Services Administration Assistants, coordinate pre-employment checks and ongoing screening processes, including visas, credentialing, AHPRA registrations, Fit2Work Police checks and Working with Children Checks, National Disability Insurance Scheme (NDIS) Worker Screening Checks and facilitate lodgement on behalf of GV Health
- Ensure all pre-employment processes comply with established policies and procedures, governance (credentialing and registration) and reporting requirements and escalate any issues to the Manager Employment Services to address
- Prepare and distribute all Internal and External employment contracts (excluding Senior and Junior Medical Staff). Liaise with the Employment Services Advisor and external advice and support where required on complex contractual matters.
- Provide administrative support and assistance to the Manager Employment Services in preparing contracts for Senior Medical Staff
- Maintain quality customer service by undertaking duties in a courteous and approachable manner
- Prepare reports and other documents as required, including researching of comparative information as required eg benchmarking positions with compatible health services;
- Process requests for information from Superannuation Funds as required.

**On-boarding**

- Issue electronic onboarding documents for new starters, ensuring the inclusion of all relevant information required for a smooth transition and commencement at GV Health
- Coordinate and promote information sessions for new employees regarding superannuation, salary packaging, private health insurance and other employment benefits
- Provide assistance to new starters on their on-boarding progress in conjunction with the Employment Services Administration Assistants
- Provide updates to Hiring Managers on the status of their new employees on-boarding where required.

**Variations and Terminations**

- Process variations to employment including facilitation of the approval and employee signatures. Follow up with the Hiring Managers about variation form queries and incomplete forms
- Process employee requests (i.e. parental leave) ensuring that a written response is provided in a timely manner and systems and records are updated to reflect approved arrangements
- Provide advice around Parental Leave requests and entitlements with support from the Employment Services Advisor and Employee Relations Team.
- Approve requests for Paid Parental Leave via the Centrelink site
- Monitor, review and follow up on employment life cycle events, including contract acceptance, fixed-term expiry dates, parental leave return, registration expiry dates etc.
- Prepare confirmation of employment letters for employees, upon request (i.e. for loan applications, property applications, visas, registration etc.)
- Process Termination paperwork ensuring that the Hiring Manager and Terminating Employee have been provided with and have completed the necessary paperwork. Ensure that organisation access has been removed for the terminated staff member from the IT system, Security System, E Recruitment and E Credentialing. Once completed provide the file to the Payroll Office for processing

**QUALITY, SAFETY, RISK and IMPROVEMENT**

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public



- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

### **OTHER REQUIREMENTS FOR NON CLINICAL EMPLOYEES:**

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

### **KEY PERFORMANCE INDICATORS:**

- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Timely, accurate and consistent processing of employment services requests
- Continuous improvement of systems and processes to increase efficiency and reduce errors
- Responsiveness to requests for information, advice and support from line managers and employees on employment services systems, functions and processes
- Coordination of a professional and supportive on-boarding process for all new employees to ensure their successful introduction to GV Health
- Maintenance of accurate and complete data, records and file notes
- Maintenance of professional working relationships with all internal and external stakeholders
- Protection of sensitive and confidential information obtained in the course of employment

**Other Position Requirements**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

**KEY SELECTION CRITERIA:**

**Mandatory**

- A commitment to Goulburn Valley Health values: *compassion, respect, excellence, accountability, teamwork and ethical behaviour*
- Recent HRM graduate with administrative experience in a professional environment and/or relevant experience in an entry-level human resources role
- Proven ability to provide accurate and timely advice on the full range of employment functions and processes, from recruitment through to termination
- Sound working knowledge of operational human resources systems and processes relating to the employment life cycle
- Well-developed analytical and problem solving skills and a high level of attention to detail
- Effective communication and interpersonal skills
- Proven ability to plan and prioritise work effectively in a dynamic team environment
- Sound judgement and maturity to handle sensitive information
- Demonstrated ability to work collaboratively with stakeholders and as part of a team
- Competent computer skills
- Evidence of full immunisation against COVID-19
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian ‘Employee’ Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

**Desirable:**

- Relevant tertiary qualifications in HRM (or a related discipline)
- Experience working in the public health sector, or a related industry

**Inherent Requirements**

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

<b>CLERICAL / ADMINISTRATION ROLE</b>
<ul style="list-style-type: none"> <li>▪ manual handling (pushing, pulling, lifting)</li> <li>▪ sitting, standing, bending, reaching, holding, lifting</li> <li>▪ computer work, data entry</li> <li>▪ general clerical at varying levels ,</li> <li>▪ use of personal protective equipment</li> <li>▪ handling general waste</li> <li>▪ pushing and pulling trolleys / filing</li> <li>▪ work at other locations may be required</li> <li>▪ shift work in some roles</li> <li>▪ driving motor vehicles</li> <li>▪ dealing with anxious or upset consumers or members of the public</li> </ul>

<b>Reviewed by</b>	<b>Manager Employment Services</b>
<b>Issued</b>	<b>April 2024</b>
<b>Reviewed</b>	<b>August 2025</b>

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_ / / \_\_\_\_\_

\_\_\_\_\_  
(Print Name)