



Position Title & Classification:	People and Culture Coordinator
Department:	Corporate Services
Employment Status:	Permanent Part Time (0.8 FTE)
Enterprise Agreement:	Per Individual Employment Contract
Reporting to:	General Manager Corporate Services

Palliative Care South East (PCSE) provides specialist health care for people living at home with a life-limiting illness.

Our vision is to bring people and services together to create a sustainable network that increases access to high quality care for those approaching end of life.

PCSE Mission

We provide comprehensive, collaborative, integrated care and specialist support.

PCSE Values

Our Values – Responsiveness, Empowerment, Collaboration and Kindness - stem from a set of principles and beliefs with their foundations in our community and the broader palliative care movement.

Certain behaviours flow from our commitment to these values and together they enhance our workplace culture and inform our expectations of new employees.

Position Statement

This role works in partnership with the GM Corporate Services and is a member of the Leadership Team. It ensures that the organisation maintains and grows a compassionate workplace and holds a strong approach to our people and our culture. Responsible for all elements of human resource management, customer service, learning and development, the role is integral to implementing the strategic priorities that align to our people and our culture, based on the needs of the organisation, our client base and our community. The role will ensure ongoing development of all systems, processes and metrics in order to support and monitor quality, safety and risk, build a learning culture, facilitate staff engagement, develop our human capital and improve performance in order to both meet regulatory and compliance requirements, and to facilitate flourishing of our people and our organisation.



Position Objective

This role will monitor, evaluate, improve and anticipate priorities for development of our people and our culture to meet the business and service needs of our community. The role manages the delivery of payroll, reporting, enterprise agreements and staff engagement.

Direct Reports

- People, Culture & Payroll Administrator (or otherwise named)

Key Selection Criteria

Qualifications

Essential

- Qualification or experience in human resource management, and workforce development or similar
- Some experience in navigating complex systems, legislative and regulatory compliance, learning and development and enterprise agreements
- Demonstrated leadership skills and ability to effectively motivate, develop and support staff
- A demonstrated commitment to a values-based and facilitative style of management that encourages trust, individual initiative, and shared teamwork
- Developed analytical skills and commitment to strategic and systems thinking
- Highly developed communication (written and verbal) and negotiation skills
- Change Management and influencing skills
- Demonstrated ability to undertake multiple projects simultaneously and to prioritise effectively
- Demonstrated competency with Microsoft Office Suite
- Demonstrated ability to ensure deadlines are met
- Capacity to consistently demonstrate a high level of initiative

Other Requirements

- National Criminal Record Check and Working with Children Check prior to commencing employment
- A current, Full Drivers' licence for the State of Victoria
- Employees are required to maintain compliance with Vaccine requirements
- Employees required to complete all mandatory and role specific training and competencies as required
- Employees to participate in an annual performance review discussion

Skills, Knowledge and Experience

Essential

- Organisational culture and staff engagement

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- Performance development and management
- Workforce planning and redesign
- Learning and development
- Management of payroll processes

Accountabilities

KPI

Key Accountabilities

Organisational Culture and Staff Engagement

- Evaluate organisational culture and develop, implement and evaluate strategies for improvement
- Ensure organisational values are promoted and embedded in all programs, systems and policies
- Lead and promote a culture of wellbeing and support
- Ensure systems and processes are in place to measure the efficacy of internal and external stakeholder engagement
- Be responsive to staff requests and feedback
- Practice open and effective communication strategies with all stakeholders
- Foster a culture of collaboration and partnership both internally and externally

Performance Development and Management

- In liaison with the GM Corporate Services and Senior Leadership team, review and rebuild roles within areas of responsibility to better meet identified organisational need
- Monitor and evaluate Performance Review and Development process that ensures ongoing development and management of performance across the organisation
- Establish systems and processes that facilitate succession planning and opportunities for staff to grow and develop, both professionally and personally.
- Ensure Learning and Development initiatives are built upon identified need as evidenced in the performance development and review process and identified service gaps and opportunities.
- Monitor and report on Human Resource metrics that demonstrate staff engagement (eg: leave management and trends, turnover, performance reviews and mandatory training)
- Develop a monitoring and reporting process for all learning and development initiatives based on established best practice models.
- Ensure Mandatory Training requirements are realistic and contemporary and report on outcomes/opportunities.
- Pursue opportunities for external academic and clinical partnerships that drive research and learning culture within the organisation.

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KPI

Key Accountabilities

Workforce Planning and Redesign

- Develop, implement and lead a Workforce Plan that meets current organisational need.
- Lead and oversee a recruitment and retention plan that aligns to organisational strategy and identified need
- Explore partnerships that enable innovative approaches to workforce development.

Leadership and Management

- Work as part of the Leadership Team to engage staff in change processes, including modelling the values and strategic goals of the organisation
- Develop and implement operational plans and drive innovation in People and Culture
- Play an active, participatory role in the team by providing advice, information and specialist expertise
- Lead change management systems.
- Provide leadership, mentoring and supervision of direct reports.
- Assist in the development of annual budget submissions and monitor the allocated budget including ensuring that all budget targets and key performance indicators are met

Records and Data

- Establish benchmarked dashboard metrics to apply to all relevant programs and services
- Provide monthly detailed reports to the GM Corporate Services and report as required via meeting structure

Quality and Safety

- Ensure adherence to organisational standards and mandatory education
- Participate and contribute to the development, monitoring and review of policies, procedures and quality improvement activities
- Adhere to all PCSE policies, procedures and guidelines
- Actively participate in continuous improvement, risk management and quality assurance activities
- Ensure that all areas of responsibility align with organisational requirements and privacy legislation

All PCSE Staff

All PCSE staff are expected to:

- Demonstrate behaviours and attitudes consistent with the PCSE Mission, Values and Code of Conduct
- Demonstrate respect and courtesy in their interactions with others
- Comply with legitimate management directives at all times
- Comply at all times to the legal and professional obligations and requirements applicable to PCSE
- Maintain professional demeanour and appearance, and represent the organisation in a positive manner throughout the period of employment

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I have read the above position description. I understand the accountabilities of the role and agree to comply with the requirements of this position.

Staff Member Signature: _____

Print Name: _____

Date: _____

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