

<b>Position Title:</b>	Manager People and Culture
<b>Classification:</b>	Permanent full-time 38 hours per week, Monday to Friday
<b>Division:</b>	Administration
<b>Department / Unit:</b>	Corporate Services
<b>Reports to:</b>	Chief Financial Officer
<b>Salary and Conditions:</b>	Contract salary – above MHPH Administrative and Support Staff Enterprise Agreement Conditions – as per contract and National Employment Standards
<b>Immunisation Risk Category:</b>	Category C

**Hospital Description:**

Mildura Health Private Hospital is a 56-bed private hospital including a 29 bed Medical / Surgical in-patient ward with two Enhanced Care beds and a Treatment Room; Day Procedure Unit; Day Oncology Unit; five operating theatres and partnership with Mildura Health Private Consulting. Specialties include Cardiology (pacemaker insertions), Dental, Ear Nose and Throat, General Medicine, General Practice, General Surgery, Gynaecology, Oncology, Ophthalmology, Oral & Maxillofacial, Orthopaedics, Palliative Care, Plastic / Reconstructive, Sleep Studies, Urology and Vascular.

**Our Vision**

Your health, your choice

**Mission Statement**

Providing life-long, exceptional health care when you need it

**Our Values**



**Honesty**

We act with uncompromising honesty and integrity in everything we do.



**Fairness**

We operate in accordance with the rules and an ethical framework.



**Respect the Rights of Others**

We show respect for the dignity of the individual and mutually respect and value each other.



**Independence**

We are independent in thought and action and understand the importance of Mildura Health's core responsibility as a good corporate citizen in our community and industry.

**Position Summary:**

The Mildura Health Private Hospital (MHPH) People & Culture function shapes the workforce capabilities and culture to delivery on the organisation’s values and strategic objectives. MHPH has a workforce of approximately 178 staff employed under two EBA’s.

This position ensures high quality people and culture support in all areas of human resource administration across MHPH with a focus on workforce planning, recruitment, employee/performance growth, culture and governance in accordance with relevant legislative requirements and our values.

The Manager, People & Culture will be responsible for a wide range of employment matters, providing specialty advice and ensuring consistent application of policy and processes relating to recruitment, performance, training, conflict resolution and industrial relations. The role calls for a high level of emotional intelligence, tact and an ability to discuss difficult issues. The Manager, People & Culture is expected to act with complete discretion, except in circumstances where they have a duty to disclose matters to senior management or authorities.

**Mandatory Requirements:**

- Minimum three years’ experience in a similar role
- Tertiary studies in Human Resources or a related organisational behaviour discipline
- Vaccination against Influenza is a mandatory requirement for healthcare workers in Victoria, and as such, all employees at MHPH
- Valid Working with Children Check
- National Police Check
- Victorian healthcare workers are strongly recommended to remain up to date with their COVID-19 vaccinations as per Australian Technical Advisory Group on Immunisation (ATAGI) advice and the Australian Immunisation Handbook.

**Key Selection Criteria:**

- Demonstrated experience and involvement in coordinating and delivering best practice people and culture programs and initiatives in a similar role, with specific expertise in one or more of the following areas:
  - Culture change, development and transformation
  - Human resource management
  - Organisational development and change
  - Training and development
  - Industrial relations
  - Employee engagement
  - Workforce strategy
- Proven ability to build effective, constructive working relationships at all levels of the organisation and with external stakeholders;
- Highly effective communication style supporting effective delivery of change programs;
- Demonstrated experience in human resources projects, including innovative approaches to problem analysis and resolution, and process improvement;
- Adaptive mindset approach to develop and promote the capacity of individuals and team performance in the organisation;
- Sound knowledge and practical application of interpreting and applying industrial awards, legal advice and other relevant legislation and regulatory requirements;
- Human resource experience in a health-related field highly desirable.

Page 2 of 4	Author: CFO	Approved by: CEO
Document Number: F01-19-12(4)		Review Date: September 2027
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**Skills, Knowledge, and Attributes:**

- Excellent written and verbal communication skills;
- Highly developed organisational and time-management skills;
- People oriented and results driven;
- Extensive human resource knowledge;
- Staff engagement and coaching skills;
- Exceptional customer service skills.

**Key Responsibilities:**

- Assist with development and implement the strategies, systems, frameworks and policies for MHPH's People & Culture function including talent acquisition and onboarding, remuneration and reward, performance management, capability and professional development, leadership and behavioural competencies, succession planning, HR operations, organisational development, industrial and employee relations, diversity and inclusion, people analytics, and organisational change;
- Manage the MHPH Workforce plan and ensure effective execution of initiatives to attract, select and retain a high performing workforce;
- Assist with the design, implement and monitor the delivery and achievements of the MHPH Culture Plan and report on culture and engagement across the organisation, as required;
- Create leadership development programs to cultivate managerial and leadership skills within the organisation;
- Partner with Department Managers for employment matters including managing performance and/or misconduct including attending disciplinary meetings, when required;
- Develop initiatives to improve organisational culture, employee engagement and satisfaction and staff morale;
- Partner with Education and departments to drive the development of role specific training materials and monitoring and reporting on completion on a periodic basis;
- Implement recommendations from reviews (e.g. financial audit, quality assurance, internal audit, risk reviews, etc.) relating to People and Culture. Where appropriate, develop, execute and report on implementation plans to address identified issues in a timely manner;
- Manage staff injury management (Worksafe/RTW) processes;
- Develop and prepare relevant People and Culture reports as required;
- Ensure compliance with MHPH frameworks and policies, as well as relevant laws, codes of practice, legislation and regulatory requirements relevant to People and Culture.

**General Responsibilities:**

- Coordinate and support Department managers with recruitment activities, from advertising to interviewing, reference checks and hiring;
- Co-ordinate staff onboarding and offboarding processes;
- Co-ordinate occupational health and safety (OHS);
- Oversee key human resources processes, such as performance appraisals, to ensure efficient and effective outcomes;
- Coordinate and review annual staff organisational culture survey and implement key strategies for improvement;
- Plan programs to improve staff health and wellbeing, promote engagement and performance through meaningful recognition and rewards programs;
- Provide regular support to staff regarding payroll to ensure pays are in accordance with contracts/EBAs;
- Provide a safe, healthy and hazard free environment for staff, and ensure both employer and employee obligations are met;

Page 3 of 4	Author: CFO	Approved by: CEO
Document Number: F01-19-12(4)		Review Date: September 2027
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- Other duties that contribute to the function of the hospital as directed by the Chief Financial Officer.

**Management:**

- Contribute to the professional development of others including preceptorship of new staff and/or students on placement.
- Exercise economy in the use of resources, supplies and time.
- Actively participate in team meetings, staff forums and other meetings relevant to role and as requested by manager.

**Professional Development:**

- Participate in the hospital appraisal process.
- Complete mandatory competencies as directed and per the Training/Competency Calendar.
- Maintain and update knowledge and skills through regular attendance at education and training sessions and in-service education.
- Keep abreast of technology relating to the area.

**Safety and Quality:**

- Demonstrate an understanding of the MHPH Quality Management System and actively contribute to quality improvement activities and the hospital's plan to achieve organisational objectives.
- Understand, contribute to, and participate in the hospital ISO certification process.
- Understand, contribute to, and participate in the application of the National Safety and Quality Health Service Standards (NSQHS) applicable to MHPH.

**Occupational Health and Safety:**

- Follow safe work practices and comply with the Hospital's Occupational Health and Safety policies and procedures and legislation, proactively reporting policies, hazards, incidents, and injuries to manager
- Make proper use of all safeguards, safety devices and personal protective equipment.
- Take appropriate care to protect the health and safety of self and others.

<b>Signed Employee:</b>	<b>Date:</b>
<b>Signed DCS / CFO / CEO:</b>	<b>Date:</b>