

## POSITION DESCRIPTION

<b>Position:</b>	Recruitment Officer
<b>Directorate:</b>	People, Culture and Contract Services
<b>Division:</b>	Workforce and Resourcing
<b>Business Unit:</b>	Workforce and Resourcing
<b>Enterprise Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement
<b>Reports to:</b>	Director Workforce and Resourcing



## MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1200 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

## VISION

Mildura Base Public Hospital – providing exceptional care.

## PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

## VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 5** of this document.

## STRATEGIC OBJECTIVES

## Our Vision

Mildura Base Public Hospital – providing exceptional care

## Strategic pillars

We achieve this by...

## Caring for our community

Ensuring our focus is on person centred care.

Using best evidence-based practice to deliver exceptional care.

Empowering our communities  
to manage and improve their  
health and wellbeing.

Aspirational through our culture

Leading a values based,  
accountable, quality & safety  
culture.

Continuous improvement of service delivery and provision of care.  
Operating safely and efficiently with a skilled and effective workforce.

Being an employer of choice,  
enabling our staff to be at their  
best.

Trusted in our relationships

Community have an understanding of our role and confidence in our services.

Partnering across sectors to  
strengthen our services.

Addressing our communities  
shared challenges in partnership  
by applying innovative solutions.

Sustainable in our  
Services

Reinvesting in the community and its wellbeing through sustainable models of operations.

Delivering and supporting shared services to improve access to the best and right care.

Strengthening our planning approach with the patient at the centre.

## POSITION SUMMARY

The Recruitment Officer provides administrative support to the whole organisation across all recruitment initiatives. This role requires a pro-active and responsible person with attention to detail who can provide excellent customer service to a wide variety of internal and external stakeholders.

This position will be responsible for the administration and development of recruitment activities with MBPH and an intricate part of this role is to ensure that MBPH establishes a solid online footprint in the various social media feeds in the recruitment arena. You will work in a developing team with a strong customer service focus, aligning with the achievement of MBPH strategy.

## KEY RESPONSIBILITIES AND DUTIES

- Provide timely day-to-day support to hiring managers in recruitment, on-boarding and off-boarding.
- Draft adverts, application packs and other relevant recruitment material that are accurate, relevant, visually eye-catching, and sell MBPH and its benefits in order to attract the best possible applicants.
- Post job advertisements on the various job platforms and recruitment media channels in a timely and accurate fashion ensuring the best possible exposure for vacancies.
- Liaise with external advertising agencies when required, ensuring all adverts are placed, considering manager's requests from the employment request form are met.
- Post vacancies on the MBPH designated online platforms and ensure the platforms are kept up-to-date, removing vacancies once expired.
- Monitor the effectiveness of different media platforms in order to be able to advise hiring managers on the most effective option to source candidates for their vacancies.
- Utilise social media in order to gain traffic to vacancies and attract both passive and active candidates. This will include the use of LinkedIn, Instagram and Facebook as and when deemed appropriate.
- Provide the highest levels of support and information to hiring managers throughout the recruitment process, including specific information on advertising, pre-selection tools and techniques and recruitment timescales.
- Be the first point of contact for candidates, creating a positive first impression and ensuring that all requests for recruitment packs and other general queries are responded to swiftly and professionally.
- Coordinate the short-listing process, ensuring the hiring manager and selection panel have all required documentation, provide assistance and advice as necessary.
- When required, to liaise with external recruitment agencies to source candidates for hard to fill roles.
- Coordinate agency contracts with recruitment agencies, booking accommodation required.
- Assist with reporting data and metrics for recruitment, compliance and other as required.
- Liaise with migration agents regarding Visa sponsorship for current and onboarding employees.
- Provide professional support as needed to the People, Culture and Contracts team.

## GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and

evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

## KEY SELECTION CRITERIA

### Qualifications / Certificates

- Qualifications and/or minimum 2 years administration and/or recruitment experience in a professional working environment.

### Specialist Expertise

- Previous experience in public health or in a health environment and working within a team is highly desirable.
- Experience in recruitment processes including designing advertisements and other relevant recruitment material with a high level of accuracy and attention to detail and exposure to understanding social media platforms in a recruitment context
- Demonstrated high-level ability to interact and communicate with a diverse customer base; ability to provide exceptional customer service to both internal and external customers.
- Demonstrated high-level telephone, reception and office administration skills and experience.
- Advanced level computer/keyboard skills using Microsoft Word, Excel, PowerPoint and databases.

### Personal Qualities, Knowledge and Skills

- Exceptional interpersonal skills with an ability to work as part of a team; willingness to assist with both large and small jobs within the team and as directed
- Ability to follow and take instruction from peers as directed.
- Ability to prioritise work effectively and meet required deadlines and schedules with minimal supervision.
- Excellent organisational skills with the ability to develop, improve and maintain office systems and processes, including a keen eye for detail.
- Ensure confidentiality of staff and sensitive work-related information at all times.
- A personal approach which is positive, enthusiastic, friendly and helpful manner.
- A willingness and ability to learn new procedures, processes, software and systems under direction.

## MANDATORY REQUIREMENTS

### National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

### Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

*All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.*

### **ACKNOWLEDGEMENT BY EMPLOYEE**

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_





## Happy

WE ARE POSITIVE

### As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

### Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



## Empathetic

WE ARE CARING

### As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

### Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



## Accountable

WE ARE COMMITTED

### As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

### Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



## Respectful

WE ARE OPEN TO OTHERS

### As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

### Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



## Team-based

WE ARE ONE TEAM

### As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

### Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

### LANGUAGE WE USE

"I choose..."  
"I care..."  
"I prefer..."  
"I will..."  
"I can..."  
"Is there a better way to do this?"  
"Can we explore that more so I can understand it better?"  
"We will...us...we can..."

### LANGUAGE WE DON'T USE

"I have to..."  
"I must..."  
"If only..."  
"Ah well, that is because of XYZ..."  
"Our processes do not let us do it"  
"Things have always been done this way"  
"Them and us"

### THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

