

## POSITION DESCRIPTION

<b>Position:</b>	Workforce & Recruitment Officer
<b>Directorate</b>	People, Culture and Strategy
<b>Division:</b>	People, Culture and Strategy
<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

Strategic pillars

We achieve this by...

## Mildura Base Public Hospital – providing exceptional care

**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 Workforce & Recruitment Officer provides operational workforce and recruitment coordination support across MBPH to ensure effective, timely, and compliant workforce administration and resourcing processes.

Working under the direction of the Director Workforce & Resourcing, the role is responsible for coordinating recruitment and employment lifecycle activities including agency and locum engagements, onboarding processes, contract variations, parental leave arrangements, flexible work arrangements, and workforce administration activities.

The position plays a key role in supporting responsive workforce operations through the coordination of shared workforce inbox management, stakeholder communication, and timely processing of workforce requests in accordance with organisational requirements, policies, and relevant Victorian Public Health Sector Enterprise Agreements.

The role operates with a sound understanding of employment conditions and workforce processes and applies this knowledge to undertake workforce administration responsibilities accurately and efficiently. You will work in a developing team with a strong customer service focus, aligning with the achievement of MBPH strategy

## **KEY RESPONSIBILITIES AND DUTIES**

### **Recruitment & Resourcing Coordination**

- Coordinate end-to-end recruitment and resourcing administration processes across MBPH.
- Liaise with hiring managers, applicants, and stakeholders regarding recruitment progress and employment requirements.
- Coordinate onboarding activities to support timely commencement of new employees.
- Support workforce resourcing activities to assist departments in maintaining operational staffing requirements.
- Maintain accurate data within internal workforce systems and in line with privacy.
- Advertise vacancies across a range of platforms and media channels to maximise exposure, ensuring all postings accurately reflect the role, remain current, and are closed appropriately.
- Maintain a positive candidate experience by responding promptly and professionally to requests and general enquiries.
- Support Managers and ensure all necessary documentation is on file for the end-to-end onboarding of employees.

### **Agency & Locum Coordination**

- Coordinate external agency and locum workforce engagements to support operational workforce requirements.
- Liaise with approved agencies and suppliers regarding placement requests, commencement requirements, compliance documentation, and onboarding.
- Ensure appropriate credentialing and pre-employment compliance requirements are met for agency and locum placements.
- Monitor agency bookings and employment documentation to ensure workforce requirements are maintained.

- Ensure agency and locum engagements are processed in accordance with organisational procedures and relevant arrangements.

### **Employment Lifecycle Administration**

- Coordinate and process employment lifecycle administration activities including:
  - contract variations
  - employment changes
  - parental leave arrangements
  - flexible work arrangements
  - secondments
  - fixed-term extensions
  - employee status changes
- Prepare employment documentation and correspondence in accordance with organisational procedures.
- Apply a sound understanding of relevant Victorian Public Health Sector Enterprise Agreements to accurately undertake workforce administration processes.
- Escalate complex employment or industrial matters to People & Culture Business Partners.
- Maintain accurate employee records and ensure documentation is completed within required timeframes.
- Coordinate the end-to-end management of visa sponsorship processes for current and prospective employees, including liaising with migration agent, providing guidance to managers and candidates, and maintaining accurate, up-to-date records of all visa-related activities within workforce systems, databases, and trackers.

### **Workforce Operations & Inbox Coordination**

- Coordinate the monitoring and management of shared Workforce & Resourcing team inbox.
- Ensure workforce enquiries and requests are acknowledged and actioned within agreed response timeframes.
- Prioritise workforce administration activities to support timely service delivery outcomes.
- Allocate or escalate enquiries appropriately to relevant team members where required.
- Support the delivery of responsive and customer-focused workforce services across the organisation.
- Contribute and maintain workforce data collation, vacancy tracking and agency spend reporting.

### **Customer Service & Stakeholder Engagement**

- Provide professional and responsive customer service to managers, employees, applicants, and external stakeholders.
- Develop effective working relationships across the organisation to support workforce operations.
- Respond to workforce and recruitment enquiries within scope of role responsibilities.
- Maintain confidentiality and discretion when handling sensitive workforce information.

## Compliance & Continuous Improvement

- Ensure workforce administration activities comply with organisational policies, procedures, and legislative requirements.
- Support audit and compliance activities relating to workforce documentation and employment records.
- Identify opportunities to improve workforce administration processes and service delivery.
- Contribute to continuous improvement initiatives within the Workforce & Resourcing 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

### Essential

- Demonstrated experience in workforce administration, recruitment coordination, human resources administration, or a related operational workforce role.
- Experience coordinating recruitment, onboarding, or employment lifecycle processes in a complex organisation.
- Demonstrated ability to manage competing priorities and meet required timeframes.
- Sound understanding of employment administration processes including contract variations, parental leave, and flexible work arrangements.
- Ability to apply and interpret employment conditions and procedures within established guidelines.
- Strong organisational skills and attention to detail.
- High level written and verbal communication skills.
- Demonstrated ability to provide responsive customer service and stakeholder support.
- Advanced using Microsoft Office applications and information systems.
- Ability to maintain confidentiality and manage sensitive information appropriately

## **Desirable**

- Experience within a Victorian public health service or similar complex environment.
- Knowledge of Victorian Public Health Sector Enterprise Agreements.
- Experience coordinating agency or locum workforce arrangements.
- Experience using recruitment, payroll, rostering, or workforce management systems.
- Qualification in Human Resources, Business Administration, or related discipline.

## **Key Capabilities**

- Workforce coordination
- Recruitment administration
- Employment lifecycle processing
- Agency and locum coordination
- Customer service and stakeholder engagement
- Time management and prioritisation
- Attention to detail
- Confidentiality and professionalism
- Process coordination
- Administrative problem solving
- A willingness and ability to learn new procedures, processes, software and systems.

## **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

