

## Position Description

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|--------------------------------------------|------------------------------------------|
| <b>Position Title</b>                      | <b>Coordinator, People &amp; Culture</b> |
| <b>Reports To</b>                          | Executive Coordinator                    |
| <b>Direct Reports</b>                      | Nil                                      |
| <b>Team</b>                                | Office of the CEO                        |
| <b>Location</b>                            | WQPHN Office                             |
| <b>Position Classification</b>             | Level 4                                  |
| <b>Relevant Award &amp; Classification</b> | Clerks Award, Level 5                    |
| <b>Employment Status &amp; Hours</b>       | Full time 76 hours per fortnight         |

### Primary Purpose

The Coordinator, People & Culture is responsible for coordinating and delivering proactive People & Culture (P&C) activities across WQPHN to support a positive, engaged and high-performing workforce.

The role provides end-to-end operational People & Culture support across the employee lifecycle, partnering with the Executive and Senior Management Teams to support organisational performance, workforce capability and employee experience. The role will support P&C functions including recruitment, onboarding, employee relations, performance management, learning and development, employee wellbeing, workforce reporting and policy administration.

The position also supports organisational culture, diversity and inclusion initiatives, ensuring people practices are aligned with organisational values and strategic priorities. The role develops trusted relationships across the organisation and ensures People & Culture processes, systems and initiatives are delivered effectively.

### Role Functions

The **Coordinator, People & Culture** role is responsible for the following key functions within the organisation:

- Partner with the Executive & Senior Management teams and external HR advisor to coordinate the delivery of the annual People & Culture workplan and workforce initiatives.
- Provide end-to-end operational People & Culture support across the employee lifecycle, including recruitment, onboarding, employee relations, performance, learning and development, and employee wellbeing.
- Support organisational culture, reconciliation, diversity and inclusion initiatives that strengthen employee engagement and WQPHN's values.
- Maintain effective People & Culture governance through policy and procedure management, workforce reporting, compliance activities and continuous improvement.

### Key Responsibilities and Accountabilities

#### People & Culture Coordination

1. Coordinate the implementation and monitoring of the annual People & Culture Plan and associated workforce initiatives.

2. Participate in Senior Management Team meetings and contribute people-related insights and advice to organisational decision-making.
3. Act as the primary internal contact for People & Culture enquiries, ensuring timely and professional responses.
4. Work collaboratively with the Office of the CEO and external HR advisor to support contemporary and compliant People & Culture practices.
5. Support the Executive Coordinator with the coordination and delivery of internal communications, employee engagement and organisational culture initiatives.

#### **Recruitment and Workforce Management**

6. Identify emerging workforce, capability and leadership requirements and develop proactive strategies to address future needs, including supporting workforce planning, succession planning and organisational capability initiatives.
7. Coordinate and support line managers with end-to-end recruitment activities including advertising, candidate management, background checks, employment contracts and onboarding.
8. Work with managers to identify workforce requirements and coordinate recruitment activities in line with organisational priorities and budget considerations.
9. Support the line managers with the coordination of employee onboarding, induction and probation processes to ensure positive employee experiences and compliance with organisational requirements.
10. Draft employment variations, employee movements and separation documentation.
11. Maintain accurate organisational structure, position and workforce records.

#### **Employee Relations and Performance**

12. Provide independent advice and recommendations on People & Culture policies & practices.
13. Manage routine employee relations matters and workplace enquiries while maintaining confidentiality, professionalism and compliance with organisational policies and procedures.
14. Provide first-line support and guidance to managers and employees regarding workplace matters, escalating complex employee relations, disciplinary, grievance, or similar matters to the Executive Team or external HR Business Partner as appropriate.
15. Coordinate actions arising from employee relations matters and support the implementation of agreed outcomes.
16. Support the coordination of performance review processes, probation reviews and professional development planning.
17. Maintain confidential and accurate employee records in accordance with legislative and organisational requirements.

#### **Learning, Development and Wellbeing**

18. Coordinate organisational learning and development programs that support workforce capability and organisational priorities.
19. Manage and maintain the Learning Management System and monitor completion of mandatory training requirements.
20. Coordinate employee wellbeing culture and engagement initiatives that support a healthy, engaged

and productive workforce, including the administration and delivery of workforce surveys, including employee engagement, psychosocial safety and workplace culture surveys.

21. Assist with identifying development opportunities and supporting leadership and workforce capability initiatives.

### **Diversity and Inclusion**

22. Support the coordination of initiatives that promote diversity, equity, inclusion and cultural capability across the organisation.
23. Promote awareness and understanding of diversity and inclusion principles across the workforce.
24. Support the internal Reconciliation Action Plan (RAP) activities, including participating in working group meetings, supporting the development and implementation of reconciliation initiatives that contribute to organisational commitments and culturally safe practices.

### **Policy, Governance and Compliance**

25. Develop, review and maintain People & Culture policies, procedures, guidelines and supporting documentation in consultation with staff.
26. Monitor changes to employment-related legislation, awards and workplace requirements and seek guidance from external HR advisors regarding implementation where required.
27. Support organisational compliance with employment legislation, workplace policies and regulatory obligations.
28. Coordinate workforce-related reporting and governance activities.
29. Contribute to continuous improvement initiatives that enhance organisational culture, employee experience and People & Culture practices.

### **Reporting and Systems**

30. Maintain HR Records through systems such as SharePoint and Employment Hero.
31. Prepare regular workforce reports including recruitment, turnover, diversity, training, compliance and workforce metrics.
32. Monitor and report on People & Culture initiatives, outcomes and key performance indicators.
33. Identify opportunities to improve People & Culture systems, processes and reporting capability.

### **General**

34. Adhere to all established Management System policies, frameworks, procedures, and guidelines, including for, but not limited to, Quality, Information Security, Safety (WHS, clinical governance), Finance, Commissioning, People & Culture, to ensure the protection and compliance of the organisation and its stakeholders. Actively contribute to ongoing quality improvement across organisational risk areas as appropriate.
35. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

## **Our Commitment to Reconciliation**

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The Reconciliation Action Plan shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

## Minimum Qualifications and Competencies

### Essential:

1. Tertiary qualifications in Human Resources, Business, Organisational Development or a related discipline, or equivalent demonstrated experience.
2. Demonstrated experience in a generalist Human Resources or People & Culture role.
3. Knowledge of Australian employment legislation, Fair Work requirements and contemporary People & Culture practices.
4. Experience coordinating recruitment, onboarding, employee lifecycle and workforce administration activities.
5. Experience developing, reviewing and implementing workplace policies and procedures.
6. Strong interpersonal and communication skills with the ability to build productive working relationships across all levels of an organisation.
7. Demonstrated ability to exercise discretion and maintain confidentiality when managing sensitive information.
8. Strong organisational skills with the ability to manage competing priorities and deliver outcomes within timeframes.
9. High level proficiency in Microsoft Office applications and workforce management systems.

### Desirable:

10. Experience working in the primary healthcare, government or not-for-profit sectors.
11. Experience with remote communities.
12. Experience supporting diversity, inclusion and employee engagement programs.
13. Membership of, or working towards membership of, the Australian Human Resources Institute (AHRI).
14. Experience supporting quality, compliance or governance frameworks.

## Key Performance Measures

1. Demonstrate and model the WQPHN values.
2. Deliver against allocated WQPHN strategic objectives, business plan and PPQF, reflecting the Health Needs Assessment and DoHAC deliverables.
3. Meet 100% completion of mandatory and organisational training priorities.
4. Successfully coordinate and deliver initiatives outlined within the annual People & Culture Plan.
5. Maintain compliant and effective People & Culture policies, procedures and workforce practices.
6. Deliver timely and effective recruitment, onboarding and employee lifecycle processes.
7. Maintain accurate employee records and workforce reporting.
8. Achieve organisational targets relating to mandatory training, performance reviews and workforce compliance activities.
9. Successfully coordinate reconciliation, diversity, inclusion, employee wellbeing and engagement initiatives.

10. Establish and maintain positive and trusted working relationships across the organisation.
11. Identify and implement continuous improvement opportunities that enhance workforce capability and employee experience.

## Key Relationships

### Internal

- Executive Management Team
- Senior Management Team
- Strategy, Governance & Corporate Services Team
- Workforce & Service Capacity Commissioning Team
- Health & Wellbeing Commissioning Team.

### External

- Department of Health, Disability and Ageing (DoHDA) and other government departments
- RFDS, CheckUP, HWQ and other partner organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance
- Clinical service providers and other health professionals including general practice
- Other health service providers, community sector agencies, contractors and business advisors.

## Acceptance

|                    |  |      |  |
|--------------------|--|------|--|
| Employee name      |  |      |  |
| Employee signature |  | Date |  |