Position Description

Position Title	**People & Culture Coordinator**
Reports To	Head of Strategy, Governance & Corporate Services
Direct Reports	Nil
Team	Strategy, Governance & Corporate Services
Location	WQPHN Office
Position Classification	Level 4
Relevant Award & Classification	Clerks Award, Level 5
Employment Status & Hours	Part time time, 60.8 hours per fortnight

Primary Purpose

The People & Culture Coordinator is the operational core of WQPHN's People & Culture (P&C) function. The role provides practical advice, guidance and support to People Leaders, equipping them to confidently manage day-to-day people matters, while coordinating the P&C processes, tools, records and reporting that underpin the employee lifecycle.

The role delivers coordinated, practical P&C support across six areas: talent acquisition and workforce planning; performance, capability and leadership; employee experience (culture, engagement and communication); reward and recognition; health, safety and wellbeing; and governance, risk and employee relations. Complex, high-risk or legally sensitive matters, and P&C strategy, are escalated to the Head of Strategy, Governance & Corporate Services and supported by WQPHN's external strategic P&C advisers.

WQPHN is strengthening people-management accountability across its People Leaders, with P&C providing practical advice, guidance, systems and specialist escalation support. This role is central to that transition: developing the revised P&C processes and tools, building People Leader confidence and capability, and providing active advisory support as increased responsibility moves to leaders.

Role Functions

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

- Act as the first point of contact and expert adviser for People Leaders, coaching and equipping them to own day-to-day people matters within their teams, including performance conversations, onboarding, team culture and early issue identification.
- Develop, document and maintain the P&C processes, tools, templates, escalation pathways and records that underpin the employee lifecycle, working with the Head of Strategy, Governance & Corporate Services and external P&C advisers.
- Coordinate operational delivery across the six P&C areas, including recruitment, performance and learning cycles, engagement and wellbeing activities, reward and payroll processes, WHS and workers' compensation coordination, and policy administration.
- Support the transition of people-management responsibilities to People Leaders, providing toolkits, coaching and advisory support through each phase of the handover.
- Coordinate organisational culture, engagement, reconciliation, diversity and inclusion initiatives that

support WQPHN's values.

- Maintain P&C governance through policy and procedure administration, workforce reporting, compliance activities and continuous improvement.

Key Responsibilities and Accountabilities

P&C Enablement and Advisory Support

1. Act as the primary contact for People Leaders on people matters, providing timely, practical advice and guidance so leaders can make and own decisions within their teams.
2. Coach and support People Leaders through performance, wellbeing, recruitment and early employee relations matters, and advise when a matter should be escalated.
3. Develop and maintain People Leader toolkits, guides, templates and quick-reference materials, and support delivery of leader workshops and coaching (including ELEVATE).
4. Document and communicate clear escalation pathways so leaders know when and how to engage P&C, the Head of Strategy, Governance & Corporate Services, or external advisers.
5. Coordinate the implementation and monitoring of the annual P&C Plan and associated workforce initiatives in consultation with the Head of Strategy, Governance & Corporate Services and external strategic P&C advisers.
6. Support employees to raise workplace matters with their People Leader in the first instance, and act as a point of escalation where this is not appropriate.

People & Culture Process Improvement and Change Support

7. Develop, document and implement P&C processes and tools for the revised P&C function, including standard workflows, templates and internal P&C procedures.
8. Support the phased handover of people-management responsibilities to People Leaders, sequenced by risk, with P&C providing active advisory support throughout.
9. Monitor leader uptake, confidence and escalation patterns, and recommend adjustments to the level of support provided to individual People Leaders.

Talent Acquisition and Workforce Planning

10. Maintain the recruitment framework, position description library, interview tools and approval processes, aligned with approved remuneration levels.
11. Coordinate recruitment activities, including advertising, candidate sourcing and shortlisting support, background checks, employment contracts and compliance requirements, while People Leaders define their roles, lead interview panels and make hiring decisions.
12. Support People Leaders to complete position descriptions and key performance indicators, and to brief advertising and recruitment activity.
13. Maintain onboarding, induction and probation processes and tools, and support People Leaders to deliver team-level onboarding and 30/60/90 day check-ins.
14. Support the employer brand framework and associated activities, and workforce planning, in consultation with the Head of Strategy, Governance & Corporate Services and external advisers.
15. Draft employment variations, employee movements and separation documentation, and maintain accurate organisational structure, position and workforce records.

Performance, Capability and Leadership

16. Coordinate the performance framework, competency model and review cycles, supporting People Leaders to hold regular one-on-ones, set goals and give timely feedback.
17. Coordinate probation reviews and professional development planning, and support People Leaders to identify development needs in their teams.
18. Provide practical guidance to People Leaders on routine performance management matters, including the application of relevant policies, procedures and documentation requirements. Support the coordination of formal performance management and disciplinary processes under the direction of the Head of Strategy, Governance & Corporate Services, with external specialist advice where required.
19. Coordinate the organisational learning and development program, and manage and maintain the Learning Management System and monitor completion of mandatory training.
20. Support the leadership capability framework and its execution across the organisation, and assist with succession and talent management processes, reporting and calibration.

Employee Experience: Culture, Engagement and Communication

21. Coordinate and administer employee engagement and psychosocial safety surveys, support analysis of results, and support People Leaders to act on local results with their teams.
22. Coordinate P&C communications, channels and operating cadence, and employee engagement activities that support awareness and participation.
23. Coordinate culture and recognition initiatives that reinforce WQPHN's values and support a positive employee experience.
24. Support organisation design and change management activities during restructures.
25. Coordinate diversity, equity, inclusion and cultural capability initiatives, and promote awareness of these principles across the workforce.
26. Support the internal Reconciliation Action Plan (RAP), including participating in working group meetings and supporting the development and implementation of reconciliation initiatives that contribute to organisational commitments and culturally safe practices.

Reward and Recognition

27. Coordinate the administration of WQPHN's remuneration framework, including maintaining pay-band information, collating benchmarking data and supporting remuneration reviews in consultation with the Head of Strategy, Governance & Corporate Services and external advisers.
28. Liaise with external providers and administer approved salary-sacrifice arrangements and other employee benefits.
29. Coordinate the collation and reconciliation of remuneration and payroll information with Finance, maintaining accurate P&C records and documentation to support payroll processing and approved changes.
30. Coordinate the organisation-wide recognition program and support People Leaders to nominate and recognise team members.
31. Coordinate documentation and approval processes for changes to individual remuneration in accordance with approved delegations and procedures.

Health, Safety and Wellbeing

32. Coordinate the administrative components of WQPHN's WHS management processes, including workforce-related risk registers, records and compliance activities, working with relevant responsible officers.
33. Coordinate workers' compensation claims administration and liaison with insurers and injured workers, supporting People Leaders with return-to-work arrangements in accordance with organisational procedures and specialist advice where required.
34. Coordinate employee wellbeing initiatives and support the implementation and monitoring of the organisation's psychosocial risk assessment and prevention activities, working with relevant managers and specialist advisers.
35. Identify and recommend practical improvements to WHS processes, coordinate agreed improvement actions, and collate WHS and workers' compensation information to support reporting through the Head of Strategy, Governance & Corporate Services to the Executive Management Team and Board.

Governance, Employee Relations and Compliance

36. Develop, review and maintain P&C policies, procedures, guidelines and supporting documentation in consultation with staff, and consider People Leader recommendations for improvement.
37. Provide first-line guidance to People Leaders on policy application, and manage routine employee relations matters and workplace enquiries with confidentiality and professionalism.
38. Escalate complex employee relations, disciplinary, grievance, workplace investigation and industrial relations matters to the Head of Strategy, Governance & Corporate Services, the CEO and external advisers as appropriate, and coordinate the process and actions arising.
39. Monitor changes to employment legislation, awards and workplace requirements, and seek guidance from external advisers regarding implementation where required.
40. Support compliance with employment legislation, workplace policies and regulatory obligations, and liaise with organisational quality teams to contribute to quality compliance standards.
41. Maintain confidential and accurate employee records in accordance with legislative and organisational requirements.

Reporting and Systems

42. Maintain HR records in approved digital systems.
43. Prepare regular workforce reports covering recruitment, turnover, compliance, diversity, training and workforce metrics, including compliance, turnover and risk metrics for the Executive Management Team and the Board.
44. Monitor and report on P&C initiatives, outcomes and key performance indicators.
45. Identify opportunities to improve P&C systems, processes and reporting capability.

General

46. 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.

47. 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, documenting and implementing P&C processes, tools, policies and procedures.
6. Demonstrated experience providing practical People & Culture guidance to managers, with the ability to identify matters requiring escalation.
7. Strong interpersonal and communication skills with the ability to build productive working relationships across all levels of an organisation.
8. Demonstrated ability to exercise discretion and maintain confidentiality when managing sensitive information.
9. Strong organisational skills with the ability to manage competing priorities and deliver outcomes within timeframes.
10. High level proficiency in Microsoft Office applications and workforce management systems.

Desirable:

11. Experience working in the primary healthcare, government or not-for-profit sectors.
12. Experience supporting geographically dispersed or hybrid workforces.
13. Experience supporting change management or the transition of responsibilities to people leaders.
14. Experience supporting diversity, inclusion and employee engagement programs.
15. Experience coordinating WHS, workers' compensation or payroll-related processes.
16. Membership of, or working towards membership of, the Australian Human Resources Institute (AHRI).
17. Experience supporting quality, compliance or governance frameworks.

Key Performance Measures

1. Demonstrate and model the WQPHN values.

2. Contribute to the delivery of allocated WQPHN strategic priorities and business plan activities through effective coordination of agreed People & Culture initiatives.
3. Complete 100% of mandatory training requirements relevant to the position.
4. Successfully coordinate and deliver initiatives outlined within the annual People & Culture Plan.
5. Develop and implement the revised P&C processes, tools and escalation pathways within agreed timeframes.
6. Increase People Leader confidence and capability, evidenced by uptake of toolkits and training, and appropriate use of escalation pathways.
7. Maintain compliant and effective People & Culture policies, procedures and workforce practices.
8. Deliver timely and effective recruitment, onboarding and employee lifecycle processes in line with set targets
9. Maintain accurate employee records and provide timely, reliable People & Culture reporting as required.
10. Facilitate and support the achievement of organisational targets relating to mandatory training, performance reviews and workforce compliance activities owned by People Leaders.
11. Successfully coordinate reconciliation, diversity, inclusion, employee wellbeing and engagement initiatives.
12. Establish and maintain positive and trusted working relationships across the organisation, particularly with People Leaders.
13. Identify and implement continuous improvement opportunities that enhance workforce capability and employee experience.

Key Relationships

Internal

- Head of Strategy, Governance & Corporate Services
- Executive Management Team
- Leadership Team (People Leaders)
- Strategy, Governance & Corporate Services Team
- Workforce & Service Capacity Commissioning Team
- Health & Wellbeing Commissioning Team.
- Finance team

External

- External P&C strategic advisers, and People and Culture Consultants
- Employment law firm or legal counsel (engaged via the Head of SG&CS)
- Recruitment partners: job boards (e.g. SEEK), recruitment agencies, referees and background-check providers
- HRIS, payroll, superannuation and salary-sacrifice or benefits providers (e.g. Employment Hero)

- Workers' compensation insurer (WorkCover Queensland or WQPHN's insurer) and treating providers, including rehabilitation and return-to-work contacts
- Employee assistance program (EAP) and wellbeing service providers
- Training and learning providers, such as RTOs, TAFE Queensland and online course vendors
- Nukal Murra Alliance, Reconciliation Australia and local First Nations organisations (RAP and cultural capability work)
- P&C and HR peers at other Queensland PHNs and similar not-for-profits (benchmarking, shared practice)
- Professional bodies and networks, such as AHRI and Queensland NFP HR networks
- Regulators and advisory bodies, such as the Fair Work Ombudsman and Workplace Health and Safety Queensland, usually accessed through the Head of SG&CS or external advisers
- Quality and certification auditors, for P&C evidence requirements

Acceptance

Employee name			
Employee signature		**Date**	