

Position Title: **People and Culture Workforce Advisor**

Campus: Grampians Health
Directorate: People & Culture
Department: Human Resources
Reporting to: Director People & Culture
Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Administrative Officer Grade 4
Enterprise Agreement: Victorian Public Health Sector (Health & Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Grampians Health as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

<i>Collaboration</i>	<i>Compassion</i>	<i>Accountability</i>	<i>Respect</i>	<i>Innovation</i>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The People & Culture Workforce Advisor provides human resources advice and operational support to managers and employees across Grampians Health. Acting as the contact point for Workforce Administration queries, the role is responsible for triaging matters, providing clear and accurate advice, and escalating complex issues to the relevant Business Partner stream. The Workforce Advisor supports the consistent application of policies, procedures, awards, and enterprise agreements, while contributing to performance management, grievance handling, and workplace investigations under the guidance of Business Partners.

Working collaboratively with the broader People & Culture team, the Workforce Advisor plays a key role in ensuring the effective delivery of HR services by maintaining accurate systems and reporting, assisting with EBA implementation and compliance, and contributing to projects, training, and continuous improvement initiatives. The role builds positive relationships across a geographically dispersed workforce, providing timely and practical support that enables managers to resolve operational issues, strengthen people management capability, and achieve workforce outcomes in line with organisational objectives.

KEY ACCOUNTABILITIES

Advisory and Support

- Provide timely, accurate advice and guidance to managers and employees on a range of HR processes across the employee lifecycle, in line with policies, procedures, awards, agreements, and relevant legislation.
- Act as the first point of contact for Workforce Administration queries, escalating complex matters to the relevant Business Partner stream.
- Assist managers with routine people management issues, including leave, attendance, rostering queries, and probation management.
- Support the delivery of performance management, grievance handling, and workplace investigations under the guidance of a Business Partner.
- Promote equal employment opportunity and compliance with organisational policies, Enterprise Agreements, and legislative obligations.

Administration, Reporting & Systems

- Utilise HR information systems (e.g., SuccessFactors (SAP), Optima Rostering System) to ensure accurate processing and reporting.
- Monitor and prepare basic HR reports for review by the Business Partner or People & Culture leadership
- Identify and contribute to process improvements that enhance efficiency, accuracy, and the employee experience.
- Assist in the creation and maintenance of forms, templates, policies, and procedures.
- Maintain and update internal documents and resources as required.

Stakeholder Engagement

- Build and maintain effective relationships with managers and staff, earning trust and credibility through responsive and practical support.

- Provide clear advice on policy and award interpretation, seeking guidance from Business Partners on complex or high-risk matters.
- Assist the Business Partner team with the implementation of new Enterprise Agreements, including updating resources, supporting communication, and ensuring operational compliance with changes.
- Work collaboratively with Business Partners, Talent Acquisition, Organisational Development, and Workforce Administration to ensure smooth handover of matters and consistent People & Culture service delivery.

Projects and Ad Hoc Responsibilities

- Contribute to P&C projects and change initiatives.
- Support the implementation and ongoing management of a People & Culture query ticketing system, ensuring queries are tracked, actioned, and resolved in a timely and consistent manner.
- Participate in the design and delivery of training and capability-building activities for managers and staff.
- Undertake other duties consistent with the role and as directed by the Business Partners or People & Culture leadership.

Independence and Accountability

- Manage a varied workload independently, exercising sound judgement and seeking guidance from the Business Partners when required.
- Take ownership of tasks and responsibilities, ensuring timely, accurate, and customer-focused delivery of People & Culture services.

KEY SELECTION CRITERIA

Qualifications & Experience

- Tertiary qualification in Human Resources, Business, or a related field preferred (or working towards completion).
- Experience in a People & Culture or Human Resources advisory role preferred
- Record of success in delivering people management advice in a complex environment

Desirable

- Experience working with providers and stakeholders in a HR context, including recruitment agents, union representatives, Fair Work Commission, auditors
- Previous experience in a hospital or healthcare setting
- Experience in a large complex public sector setting

Technical/Professional Knowledge and Skills

- Demonstrated experience providing advice and support across the employee lifecycle, including recruitment, onboarding, leave management, and performance processes.

- Sound understanding of Australian employment law, industrial awards, enterprise agreements, and workplace legislation, with the ability to interpret and apply provisions to routine matters.
- Competence in the use of Human Resources Information Systems (HRIS), recruitment and Microsoft Office applications, with the ability to produce accurate documentation and basic reports.
- Ability to assist with workplace investigations, grievance resolution, and performance management processes under the direction of a Business Partner.
- Experience supporting the implementation of new enterprise agreements, HR policies, and organisational change initiatives, including updating resources and communicating changes.
- Capacity to identify and recommend improvements to HR processes, templates, and systems to enhance efficiency and employee experience.
- Strong attention to detail with proven ability to maintain accurate employee records and ensure compliance with organisational, legislative, and reporting requirements.
- Ability to provide clear, practical advice and basic coaching to managers and employees on day-to-day people management practices.

Personal Attributes

- **Adaptability:** Remains effective when experiencing changes in priorities, work responsibilities, or environments; adjusts quickly to new processes and organisational requirements.
- **Professional Standards:** Demonstrates integrity, accountability, and a commitment to accuracy and timeliness in all work; upholds confidentiality and organisational values.
- **Resilience:** Maintains composure and consistent performance under pressure, competing demands, or periods of ambiguity.
- **Initiative and Improvement:** Proactively identifies opportunities to improve processes and practices, contributing to a culture of continuous improvement.
- **Accountability:** Takes ownership of tasks and follows through to completion, ensuring a reliable and high-quality service.
- **Team Orientation:** Works collaboratively with colleagues and stakeholders across multiple sites, supporting a cooperative and inclusive team culture.

Interpersonal Skills

- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities

for continuous improvement in your workplace through communication and consultation with managers and colleague.

- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.