

## 1. General Information

<b>Position Title:</b>	People and Culture Assist Advisor
<b>Division/Department:</b>	People and Culture
<b>Position Reports to:</b>	People & Culture Assist Team Leader
<b>Enterprise/Individual Agreement:</b>	Individual Agreement
<b>Classification/Grade:</b>	N/A
<b>Location:</b>	Pelaco - Richmond
<b>Employment Status:</b>	Full Time
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	N/A
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"><li>• People and Culture Practitioners</li><li>• Senior Leaders and People Leaders</li></ul>

## 2. Overview of Epworth HealthCare

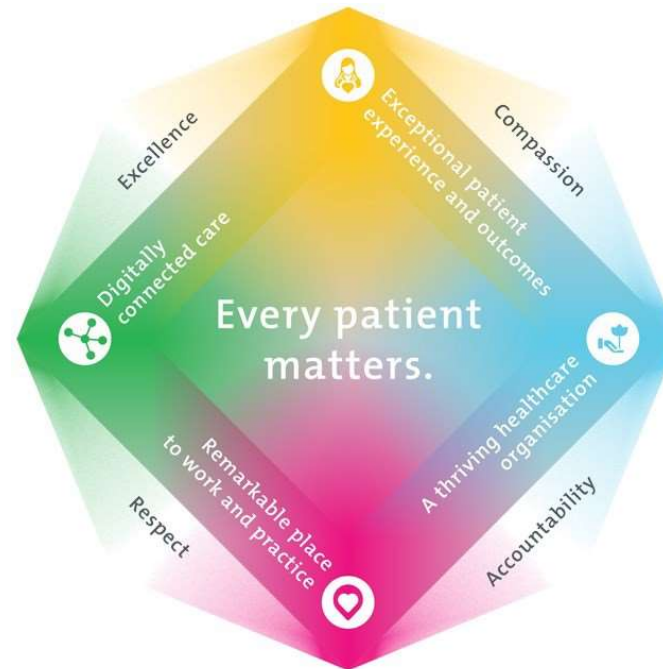
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

## 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
<b>Exceptional patient experience and outcomes</b> - To empower our patients and deliver compassionate, expert and coordinated care.
<b>A thriving healthcare organisation</b> - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
<b>Remarkable place to work and practice</b> - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
<b>Digitally connected care</b> - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

Responsible for providing Tier 1 Human Resource (HR) generalist support, professional customer service and information as the first point of contact for line managers and employees. The People and Culture (P&C) Assist Advisor will obtain and provide requested information and take appropriate action to resolve, refer, or escalate issues in accordance with Epworth's industrial instruments, policies and procedures. In addition, the P&C Assist Advisor will support the P&C Assist team with the administration of transactional P&C enquiries and activities including but not limited to: Enterprise Agreement interpretation, Employment Variations, Flexible Work Arrangement requests, monitoring of employee work rights.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>Generalist HR Advice, Customer Service, Information and Support</b></p> <ul style="list-style-type: none"> <li>Respond to written and phone enquiries (i.e., cases) from employees and people leaders regarding Tier 1 HR matters.</li> <li>Interpret and provide practical working advice to management and employees on relevant Industrial Instruments &amp; Policy/Protocol.</li> <li>Resolve cases in a professional, timely, sensitive, customer-focused manner in accordance with Epworth’s industrial instruments, policies and procedures.</li> <li>Escalate complex cases to P&amp;C Assist Team Leader and/or P&amp;C Managers/Business Partners with appropriate and complete documentation on work performed to date.</li> <li>Refer employees and people leaders to P&amp;C self-service (Tier 0) via the intranet or other resources as appropriate.</li> <li>Maintain high degree of confidentiality.</li> </ul>	<ul style="list-style-type: none"> <li>Development of effective business relationships through the provision of a quality, responsive and professional customer focused service providing sound and timely advice</li> <li>Effective relationship building that ensures customer support, confidentiality and sound advice</li> <li>Effective and professional interaction and communications with all stakeholders and employees</li> <li>Demonstrate sound knowledge of Awards and other statutory employment conditions and legislation</li> <li>Periodic P&amp;C report metrics achieved – qualitative and quantitative</li> <li>Compliance with Immigration requirements</li> <li>Compliance with P&amp;C KPIs</li> </ul>
<p><b>Transactional Human Resources</b></p> <ul style="list-style-type: none"> <li>Supporting people manager with variations for employees.</li> <li>Process employee variations.</li> <li>Coaching managers to actively support employees (ie performance, development, culture)</li> <li>Provide reporting and analysis to people managers/P&amp;C practitioners with local projects (e.g., P&amp;C KPIs, engagement data, demographics, analysis of payment remediation).</li> <li>Managing administration for group HR initiatives</li> <li>Ad hoc projects within the wider P&amp;C Team</li> </ul>	<ul style="list-style-type: none"> <li>Meet Service Level Agreements (SLAs).</li> <li>Complete administrative tasks on time and within scope.</li> </ul>

<p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>Managing local projects requested by P&amp;C Managers (e.g., casual audits / reengagement; Contract hours &amp; Contract end date audits, review employee files for specific terms and conditions, events).</li> <li>Continuously identify areas of improvement and communicate suggestions to P&amp;C Assist Team Lead as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Complete tasks/projects within scope, time and budget.</li> </ul>
<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>Provide excellent, helpful service to patients, visitors and staff</li> <li>Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>Build customer relationships and greet customers and patients promptly and courteously</li> <li>Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul>	<ul style="list-style-type: none"> <li>Patient and customer service satisfaction surveys within agreed targets</li> <li>Use AIDET principles in all interactions</li> <li>Issues are escalated to the manager and resolved in a timely manner</li> </ul>
<p><b>Safety and Wellbeing</b></p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> <li>Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</li> </ul>	<ul style="list-style-type: none"> <li>Adhere to infection control/personal hygiene precautions</li> <li>Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>Mandatory training completed at agreed frequency</li> </ul>

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualification in HR or related discipline (or working towards)</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Previous experience providing Tier 1 HR support</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• P&amp;C shared services experience in medium to large organisation</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Customer centric focus and skills</li> <li>• Knowledge of employment laws and HR practices</li> <li>• Proficient in Microsoft office applications</li> <li>• Self-motivated and ability to perform assigned duties independently</li> <li>• Strong written and verbal communication skills; able to communicate with tact and diplomacy</li> <li>• Ability to handle sensitive and highly personal information on a daily basis and maintain confidentiality in a mature and non-judgemental manner</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• iChris experience</li> <li>• SmartRecruiters experience</li> <li>• FreshService (or similar) ticketing system</li> </ul>
<p>Personal Attributes &amp; Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Accountability</li> <li>• Respect</li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Positive 'can-do' attitude and proactive professional approach</li> <li>• Live and role model Epworth's Values and associated behaviours</li> <li>• Belief in patient-centred care</li> <li>• Resilient and able to adapt and at times manage differing and sometimes competing needs</li> <li>• Team work orientation</li> <li>• Ability to manage ambiguity</li> <li>• Self-directed and results oriented</li> <li>• Sound judgement, discretion and political nous</li> </ul>

# Position Description



<ul style="list-style-type: none"><li>• Excellence</li></ul>	<ul style="list-style-type: none"><li>• Committed to providing a safe environment for patients and colleagues</li><li>• Sound judgement to providing a safe environment for patients and colleagues</li><li>• Commitment to customer service</li><li>• Commitment to self-development and learning</li><li>• Professional work ethic</li></ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"><li>• Demonstrate a continuous improvement mindset</li></ul>
--	---

## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
31/05/2022	21/04/2026	People and Culture Assist Team Leader

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

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

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_