

Position title:	People & Culture (P&C) Coordinator	Position reports to:	Executive Manager People & Culture (EMPC)
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Background

Shepparton Retirement Villages (SRV) is a non-for-profit community-based organisation that was founded by the Rotary Club of Shepparton back in 1968. Since that time SRV has become the largest provider of aged care services in the Shepparton region and is responsible for the delivery of care across 301 residential aged care beds, 288 independent living units and approximately 50 Community Care packages. Services are delivered across 3 sites, however our Community Care packages are delivered across Shepparton and the region. The 3 sites are:

Rodney Park based in Mooroopna:

- Mooroopna Place: 100 bed residential aged care facility (currently under development)
- 93 Independent Living Units

Kialla Gardens based in Kialla:

- Banksia Lodge: 64 bed aging in place residential aged care facility
- 109 Independent Living Units

Tarcoola based in Shepparton:

- Administration
- Maculata Place: 120 bed residential aged care facility
- Hakea Lodge: 57 bed residential aged care facility
- 70 Independent Living Units
- Home Care and Community Care Services
- Support at Home Program

Role Statement

This position will be responsible for providing operational support to the EMPC and assist in relation to all aspects of the Human Resource (HR)/P&C cycle. In particular, the role will be responsible for:

- Assisting in the recruitment and onboarding processes;
- Processing and maintaining databases for mandatory employment checks eg police checks, NDIS, Right to Work for staff and volunteers;
- Assisting with the processing of payroll forms;
- Having an in-depth understanding of the rosters for our staff;
- Assisting with the implementation of HR initiatives.

The applicant must have an ability to manage multiple tasks at any given time both effectively and efficiently to ensure the P&C function operates efficiently and effectively.

The incumbent must adhere to and be committed to our Mission of ‘Enriching the lives of the people in our care’ and our values of Choice, Respect, Care, Passion and Teamwork along with the associated behaviours attached to these values.

Reporting Statement/Working Relationships

This position will report directly to the EMPC and needs to develop successful working relationships across the organisation and at all levels.

Key Selection Criteria		
Qualifications/Skills	<p>Essential:</p> <ul style="list-style-type: none"> • At least 2 years experience in a HR/P&C role, ideally with recruitment experience or similar; • Strong computer skills including proficiency in Microsoft Office Suite (Word, Excel, Powerpoint) and HRIS along with the ability to learn and become the subject matter expert quickly; • Excellent interpersonal, written and verbal communication skills; • Ability to work under minimal supervision and prioritise work; • Strong time management skills including the abilities to forward plan and to work to tight timeframes/deadlines; • Able to multitask and effectively coordinate a busy P&C function; • High level of attention to detail, with sound analytical and problem-solving skills; • Flexible in approach to varied duties as required; • An affinity with SRV's values and the ability to display these every day; • An understanding of the stages of the HR lifecycle. <p>Desirable:</p> <ul style="list-style-type: none"> • HR qualification eg AHRI or equivalent (or working towards); • Experience in developing new processes and implementing HR initiatives; • Experience of rostering; • Experience of working in a 24/7 organisation; • An understanding of the link between HR and payroll. 	
Additional Information	<ul style="list-style-type: none"> • The position is full time Monday to Friday • Police check/criminal record and NDIS checks are required prior to employment • The probationary period for this position is 6 months 	
Organisational Expectations	<p>The incumbent must incorporate the values of Shepparton Villages into daily practices in relation to all activities that is you:</p> <ol style="list-style-type: none"> 1. Choice – Encourage and promote individual choice and independence 2. Respect – Everyone is unique, we listen and demonstrate care and compassion in everything we do 3. Care – We care and continuously improve what we do 4. Passion – We love what we do and encourage creativity and diversity 5. Teamwork – We work together and support others 	
Key Result Areas	Key Activities	Standard Measures
<p>Shepparton Villages Values. The values of Shepparton Villages are always upheld in everything that you do.</p>	<ul style="list-style-type: none"> • Ensure that the values of Shepparton Retirement Villages are incorporated into daily practices in relation to all your activities 	<ul style="list-style-type: none"> • Be compassionate and provide support to residents and staff • Consistently show respect, care and teamwork • Seek opportunities to be innovative for improvement • Communicate and operate openly and honestly as an effective team

People & Culture	Responsible for P&C activities as follows: <ul style="list-style-type: none"> • Maintaining and processing police and NDIS checks for all staff and volunteers; • Continually developing and maintaining all Employment Registers within the organisation; • Coordination and organisation of recruitment and onboarding; • Assisting with the organising of and attending careers events; • Maintenance of all employee files and related filing; 	member <ul style="list-style-type: none"> • Ensuring all staff and volunteers have valid police and NDIS checks in accordance with legislative requirements; • Ensuring all employment files are up to date and contain the required paperwork to ensure they can be used effectively for reporting purposes; • Liaising with EMPC and management to organise and coordinate recruitment interviews/days, ensuring all correct paperwork is supplied and completed and that this process is completed within the specified timeframes; • Organise and prepare staff onboarding days, assisting during the day as needed and ensuring that the day runs smoothly; • Prepare for and attend careers events at the discretion of the EMPC; • Ensure all tasks are completed in a timely fashion and that continuous communication is maintained with the appropriate managerial staff.
Other Administration Duties	<ul style="list-style-type: none"> • Support the reception function as required, including but not limited to answering of telephone, attending front reception and dealing with enquiries. 	<ul style="list-style-type: none"> • Carry out reception duties in accordance with work procedures; • Phone, emails and face to face enquiries are responded to promptly and with the appropriate advice; • Flexibility and willingness to undertake other work as directed by the EMPC
Be an effective team member	<ul style="list-style-type: none"> • Work collaboratively with all across the organisation to provide effective care and services; • Promote a positive culture through active engagement in the workplace through concepts of choose your attitude, be there for all and make their day . 	<ul style="list-style-type: none"> • Employees and managers feel they are provided with prompt, efficient and professional advice and services; • Models a positive culture and assists other teams in developing a culture that reflects the organisations values.
Ensure effective lines of communication are developed and maintained	<ul style="list-style-type: none"> • Promote and actively demonstrate open honest communication with excellent listening, verbal and nonverbal skills/behaviours; • Attend relevant meetings as required. 	<ul style="list-style-type: none"> • All stakeholders are engaged and feel listened to; • All documents are written with appropriate language and are easy to understand; • Active participation in meetings to share ideas and knowledge.
Meet the needs of the organisation, residents, consumers and employees	<ul style="list-style-type: none"> • Undertake any other tasks commensurate with the classification of this position 	<ul style="list-style-type: none"> • Meet the needs of organisation, residents and staff

OH&S Responsibilities	<p>That you take reasonable care to protect the health and safety of yourself, colleagues and others in the workplace by:</p> <ul style="list-style-type: none"> • Reports hazards, near misses and injuries immediately • Uses personal protective equipment as required • Complete incident reports as required • Support health and safety representatives • Comply with risk and safety policies and procedures and instructions • Contribute to risk assessments • Participate in training and meetings regarding safety • Active support and demonstration of manual handling skills • Works within policy, procedures and accreditation standards
Performance Review	The P&C Coordinator will have a probationary period where performance will be reviewed and thereafter as part of the appraisal cycle.
Terms & Conditions	Terms and conditions are provided by the Shepparton Retirement Villages Inc. (trading as Shepparton Villages) ANMF and HSU Enterprise Agreement 2019, and our policies and procedures (as varied from time to time).

Inherent Position Requirements: Shepparton Villages has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of this position (with reasonable adjustments if required). This role may require the following tasks however it is not limited to the following:

	Tasks	Occasionally (1-33%)	Frequently (34-66%)	Very frequent (67-100%)
Physical	Assisting residents to reposition, transfer and ambulate			
	Standing and walking	✓		
	Bending, kneeling, squatting, crouching	✓		
	Tasks involving manual dexterity	✓		
	Tasks involving pushing and pulling	✓		
	Lifting and carrying objects (as per our minimal lift policy)	✓		
	Computer work			✓
	Sitting for extended periods			✓
	Neck flexion/extension and rotation		✓	
	Climbing stairs, ladders			
	Driving motor vehicles/machinery			✓

	Walking over uneven surfaces	✓		
	Handling unstable objects or people	✓		
	Exposure to vibrations			
Psychosocial	Dealing with distressed staff, residents, families and visitors	✓		
	Working with residents with cognitive impairments and associated behaviours			
	Working with residents at the end of their life			
	Requirement to meet urgent timelines			✓
	Exposure to distressing situations	✓		
Environmental	Exposure to chemical hazards – dust, gases, fumes, liquids, hazardous substances e.g. cytotoxic medication			
	Working in confined spaces			
	Working in temperature extremes and exposure to outdoor elements, e.g. cool rooms and working outdoors			
	Slippery or uneven surfaces	✓		
	Biological hazards – body fluids, bacteria, infectious diseases			

I acknowledge:

- That I have read and fully understand the Position Description
- I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- I agree that I will participate in a performance review six months after appointment and thereafter every two years with my Manager
- I will be required to work in accordance with Shepparton Villages Values and Behaviours, Code of Conduct and policies and procedures
- Shepparton Villages may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Date ____/____/____

(Print Name)

Manager Signature: _____

Date ____/____/____

(Print Name)