

# Position Description

<b>Position Title:</b>	Employment Services Manager
<b>Reports to:</b>	Director Workforce & Organisational Development
<b>Department:</b>	Employment Services
<b>Directorate:</b>	People, Development & Safety
<b>Cost centre:</b>	R1952
<b>Code &amp; classification:</b>	Administrative Officer Grade 6 (HS6)
<b>Employment conditions:</b>	Health and Allied Services and Managers & Administrative Officers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021- 2025 (and its successors) and GV Health Policies and Procedures (as varied from time to time)

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**GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health 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).

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## POSITION SUMMARY

The Employment Services Manager reports directly to the Director Workforce & Organisational Development, within the People, Development & Safety (PD&S) Directorate. The PD&S team provides a range of operational human resources services and support to GV Health and its associates, including the Hume Rural Health Alliance. The PD&S Directorate consists of Health, Safety & Wellbeing, Employment Services, Employee Relations, Organisational Development and Talent Acquisition.

The Employment Services Manager has operational management responsibility for a team delivering employment services and support to GV Health. The primary objective of this role is to promote a best practice approach to recruitment and employment service functions. The Employment Services Manager will play a lead role in providing advice, coaching and support to line managers and the Executive to enable them to competently manage the end-to-end employment life cycle, as well in having the team build the knowledge and capability of managers in employment processes: recruitment, variations and terminations. The position will work closely with the HRIS Systems Lead and provide critical support to help maintain all aspects of SAP SuccessFactors system administration, workforce data and reporting as well as ensuring system releases and upgrades are managed to meet GV Health's requirements.

The Employment Services Manager leads the Employment Services team to ensure that employment functions are managed efficiently and accurately and drives continuous improvement in systems, procedures and processes to reduce processing times and error rates, continually build confidence in the services and support provided and minimise risks to the organisation relating to employment

### External relationships:

- Victorian Hospitals' Industrial Association
- AHPRA
- HR Information System vendor/s (e.g. SAP, CGov, Equifax fit2work)

- Universities and other relevant organisations
- Department of Health
- Public Health Sector Organisations
- Department of Home Affairs
- Legal Representatives
- External suppliers to GV Health (eg, Bupa, Maxxia, Hesta, Aware, etc)
- Managed Services Contract (Deloitte)
- SAP

**Internal relationships:**

- PD&S team
- Finance (including Payroll)
- Chief Executive and Executive Directors
- Divisional Clinical Directors and Clinical Directors
- Divisional Operations Directors
- Managers

**Positions reporting to this role:**

- Employment Services Advisors
- Employment Services Coordinators
- Employment Services Officers
- Volunteer Coordinator

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**RESPONSIBILITIES AND DUTIES**

**The following duties are inclusive of but not limited to:**

**Leadership and Team Management**

- Provide leadership and direction to the Employment Services team to deliver employee lifecycle services and support to managers and employees across GV Health;
- Provide a customer centric operating model that encompasses system improvement and process automation to achieve best practice management of the employment life cycle;
- Build resilience and capability within the Employment Services team through cross-functional development and accountability;
- Maintain knowledge of contemporary HRM practices and current trends and issues in relation to employment services and human resource information systems;
- Identify emerging employment services management issues and/or trends and provide advice to the Director of Workforce & Organisational Development and/or Chief People Officer on these matters;
- Remain informed of changes and development in human resources and employment services within the public sector/health setting;
- Build relationships and engage with key stakeholders to significantly improve core functions and processes and embed new practices to achieve sustained change;
- As a member of the PD&S leadership team, contribute to:
  - the development and implementation of the Annual Operation Plan and Annual Quality Plans to ensure risks are managed improvement objectives are met;
  - management of the financial functions of the department including the development, monitoring and reporting on the annual budget;
  - the development and provision of the monthly report to the relevant Executive Director against key performance indicators for financial, human resources, quality and risk objectives;

- development and implementation of governance projects/quality committees and activities as required;
- collation of information for organisational accreditations and audits.

### **System Management**

- Working closely with the HRIS Systems Lead, support aspects of HRIS system administration including testing and implementing software releases (bi-annual) in partnership with external suppliers and internal stakeholders including IT, Finance, Payroll and PD&S broadly;
- Provide technical leadership and direction to peers to effectively manage operational issues to ensure continuous effective service delivery and performance;
- Work in partnership with the HRIS Systems Lead, Employee Relations team and Payroll Manager on EBA implementations and any associated operational changes arising from enterprise agreements
- Support the communications of the framework of procedures, processes and end-user resources and system guides to support the efficient and effective management of employment functions, operational systems and processes;

### **Employment Services and Other associated duties**

- Support the Workforce Planning process including data provision, supporting and coaching managers where needed;
- Monitor the effectiveness of the employment services related employee life cycle processes and implement strategies to continuously improve efficiency, accuracy and reliability working in partnership with the HRIS Systems Lead;
- Build and implement effective communication strategies to support the implementation of changes to systems, processes and practices;
- Provide advice to the Executive and senior leaders on employment services matters to achieve positive outcomes and minimise organisational risk;
- Work closely with the Talent Acquisition team for critical or high-risk roles, or roles requiring recruitment campaigns, to ensure a coordinated approach to sourcing and recruitment for these roles;
- Work in partnership with Clinical Directors and the Medical Workforce Unit to prepare employment contracts for Specialists/Consultants. Respond to queries regarding the employment contracts and provide advice and support in alignment with the relevant Enterprise Agreement;
- Develop and facilitate manager workshops aimed at building capability in recruitment and selection partnering with other PD&S team members as needed;
- Develop effective relationships with internal and external stakeholders to promote a positive employment services culture across the organisation;
- Participate in relevant committees, working parties and forums, providing research, information and data relating to employment services and workforce issues;
- Develop employee life cycle related procedures, processes and resources that comply with legislative requirements and support the achievement of positive outcomes for GV Health;
- Ensure that all files, records and registers are maintained in accordance with prescribed legislation, standards and guidelines and conduct audits periodically to ensure compliance;
- Assist managers with recruitment and selection processes, including the development and review of Position Descriptions, drafting advertisements, developing interview questions, participation on interview panels and conducting reference checks (where required);
- Ensure employment contract templates and employee life cycle processes remain up to date and compliant with EBA's and employment legislation;
- Ensure procedures and processes are in place for the engagement of permanent employees and temporary non-medical locums through recruitment agencies, ensuring pre-employment screening and credentialing processes are completed in accordance with GV Health requirements;

- Provide specialist subject matter expert advice to managers on skilled migration, and working visa entitlements and process applications;
- Liaise with migration agents with respect to visa applications and related programs;

### **Employment Services Advisory Service**

- Provide accurate and timely consultancy and technical advice on employment processes, including job design, job evaluation, employment conditions, remuneration, benefits and contractual arrangements;
- Coach and support line managers to use systems and processes and ensure the competent management of recruitment, variation and termination processes and trouble shoot any issues;
- Assist managers to resolve requests, complaints and issues arising from employment-related processes to mitigate risks and achieve positive outcomes for GV Health;
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health.

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## **KEY SELECTION CRITERIA**

### **Formal Qualification(s) and Required Registration(s)**

- Relevant tertiary qualifications or equivalent experience working in a generalist or operational human resources role, ideally in an employment services function with a Tier 1 HR system;

### **Essential:**

- Experience in leading and managing a team, including performance reviews, performance management, coaching, mentoring;
- Sound understanding of employment legislation, regulations and guidelines as they relate to the employment life cycle;
- Proven ability to develop, facilitate and implement procedures, systems and processes and support managers in adopting a best practice approach to managing the employment life cycle;
- Relationship building, coaching and influencing skills to gain confidence and cooperation of others;
- Conceptual, analytical and problem-solving skills, with strong attention to detail;
- Excellent communication (written and verbal), presentation and interpersonal skills;
- Proven ability to plan and prioritise work effectively in a dynamic team environment;
- Demonstrated ability to collaborate with stakeholders and contribute positively to projects and initiatives as part of a team;
- Sound judgement and maturity to handle sensitive and complex matters competently;
- High level computer literacy, with Microsoft suite including excel and working knowledge of Tier 1 HR information system;
- A current Driver's licence;
- Satisfactory National Criminal History Check prior to commencement of employment;
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment;
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.

### **Desirable:**

- Tertiary qualifications in human resource management, business, finance, Information Technology (or a related discipline)
  - Experience working in the public health sector, or a related industry
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## KEY PERFORMANCE INDICATORS

**Your performance will be measured through your successful:**

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Timely and accurate reporting of HR metrics, identification of trends and insights and development of strategies to improve organisational and team performance;
- Maintenance of accurate and complete files, records and data;
- Continuous improvement of systems and processes to increase efficiency and reduce errors;
- Provision of timely, accurate and consistent information, advice and support to managers and employees;
- Maintenance of professional working relationships with all internal and external stakeholders;
- Protection of sensitive and confidential information obtained in the course of employment;
- Early referral of high risk/contentious issues to the Director of Workforce & Organisational Development and/or Chief People Officer
- Active participation in the Performance and Development review process;
- Procedures, processes and resources developed are up to date and compliant with employment legislation, regulations and Government policy (as varied from time to time)

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## AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;

- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

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#### **ACCEPTANCE:**

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this 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 acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

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<b>Directorate</b>	<b>People, Development &amp; Safety</b>
<b>Reviewed by:</b>	Director Workforce & Organisational Development
<b>Issue Date:</b>	June 2025

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## ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

## OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

## OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

## OUR STRATEGIC PLAN

**The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:**

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

## FOR MORE INFORMATION

**Application tips:** [Application Tips - GV Health](#)

**GV Health:** <https://www.gvhealth.org.au/about/>

**Child Safety and Wellbeing:** [Child Safety and Wellbeing - GV Health](#)

**Living in Goulburn Valley:** [Goulburn | Regional Living Victoria](#)

**GV Community Connector:** [Community Connector Program for Businesses](#)