

Position Description

Position Title:	Employment Services Coordinator
Reports to:	Manager Employment Services
Department:	Employment Services
Directorate:	People, Development and Safety
Cost centre:	R1960
Code & classification:	Grade 3, Level 1 - 5 (HS3; HS22 - HS25)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

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).

POSITION SUMMARY

The People, Development & Safety Department provides a range of strategic and operational human resources services and support to GV Health and its associates, including Yea & District Memorial Hospital and Hume Rural Health Alliance.

The Employment Services Coordinator reports directly to the Manager Employment Services. The Employment Services Coordinator is a specialised role and has responsibility for the administration of the end to end recruitment function within GV Health. It is the first point of contact responsible for providing comprehensive information, advice and support to line managers and employees on the full range of employment functions and processes, from recruitment through to termination. The position is responsible for supporting a range of systems and processes relating to the employment life cycle, ensuring continuous improvement to increase efficiency, accuracy and reliability of employment services within the unit.

The Employment Services Coordinator is responsible for developing effective working relationships with customers, colleagues, suppliers and providing an effective and customer focused service.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

Advisory Service

- Coach and support to Recruiting Managers to use operational systems and processes;
- Provide support and advice to Hiring Managers on recruitment related matters;
- Provide support to the Employment Services Officers to ensure a timely and accurate response to all queries - by phone, email and in person;
- Maintain accurate and complete records and file notes of all interactions with managers and employees to enable the identification of issues and trends;

- Provide information and advice to line managers on pre-employment screening processes that are required for different positions pursuant to GV Health policies and guidelines;
- Provide relevant information, advice and support to new employees relocating to the region to support their transition and commencement at GV Health;
- Provide relevant information and advice to Recruiting Managers in recruiting both internationally and interstate, including but not limited to requirement for Labour Market Testing, Visa Nominations and Recruitment Incentives available pursuant to GV Health policies and guidelines;
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health;
- Provide and lead Manager Training for all managers to GV Health on use of HR system, the processes required in recruitment and selection and other matters relating to their role in the management of employee lifecycle;
- Facilitate regular meetings with portfolio managers to review current staff cohort, current and planned vacancies and succession planning to support growth opportunities within their staff to support GV Health strategies;
- Support the broader People, Development & Safety team to facilitate group training sessions for Hiring Managers in relation to Employment Services related matters;
- Refer any complex queries or issues to the Employment Services Advisor (as appropriate) to address, providing ongoing support to ensure a timely response.

Systems, Policies and Processes

- Review employment services processes on an ongoing basis to ensure they are efficient, effective and responsive to the needs of managers and employees;
- Full utilisation of all HR systems, including data changes and assistance in data loads;
- Work proactively on the identification of system and process improvements, with a focus on automation wherever possible;
- Hold candidates in relevant portfolios from Contract offer through to hired;
- Provide the Manager Employment Services with research and administrative support for the development of policies, projects and initiatives as required;
- Support the Employment Services Officers with queries as required;
- In conjunction with the Manager Employment Services and the Employment Services Advisor, identify, develop and assist with implementing strategies to improve internal processes within the Employment Services team;
- Maintain a solid working knowledge of all legislation, relevant Enterprise Agreements and local policies and procedures;
- Participate in quality improvement activities.

Recruitment

- Coordinate the recruitment process in HR system, including the approval of positions, reviewing requests to ensure all information is complete, facilitating advertising and payment of invoices;
- Coordinate internal and external advertising of vacant positions through various avenues including GV Health's HR Careers site, print media (including approval and confirmation of placements) and other relevant internet sites (i.e. Seek, relevant professional sites, Facebook and LinkedIn);
- Coordinate Labour Market Testing advertising to support international recruitment campaigns;
- Provide assistance and advice to Hiring Managers and staff relating to the HR system and other relevant recruitment and selection processes;
- Assist Hiring Managers with recruitment and selection processes, including the development and review of Position Descriptions, drafting job advertisements, providing assistance with the development of interview questions and guides, participation on interview panels, conducting reference checks (where required) and with the support of providing relevant tools and resources;
- Assist line Managers with the classification/grading of positions, and effectively review position descriptions to ensure the contents meets the classification/grading being proposed;
- Coordinate bulk recruitment processes (where required);

- Maintain a collaborative relationship with all Hiring Managers, including one on one visits, telephone and email contact, as well as prompt response to calls and dealing with specific issues;
- Provide recruitment advice to Hiring Managers with reference to best practice, policy, procedure and legislation, including the following; processes, enterprise agreements, classifications, cost centre allocations, entitlements and relevant issues;
- Maintain and regularly update the templates within HR system, such as advertising templates.
- Contribute to the Departments Recruitment Strategy.

Locums (non-medical)

- Liaise with the Department Heads on the requirement for the non-medical Locum, ensuring Authority to Engage received and delivered on time.
- Manage the appointment of the non-medical Locums, including letter of offer, addition to non-staff workforce data base, onboarding, compliance related checks and booking of accommodation.
- Ensure documentation and compliance is up to date and completed in Linksafe portal.

Employment

- Prepare labour market testing evidence to support visa nomination process;
- Triage any system issues with Employment Services Advisor and Manager as appropriate. Provide low level system administration tasks, such as lodging tickets for system issues and resolving user issues;
- Ensure pre-employment checks and screening processes; including, but not limited to, visas via VEVO checks, credentialing, AHPRA registrations, Fit2Work Police checks and Working with Children Checks, National Disability Insurance Scheme (NDIS) Worker Screening Checks, declarations and immunization status are provided to the candidate and returned successfully in system;
- Liaise with Employment Services Officers to ensure access and ID tags prior to employment;
- Ensure all pre-employment processes comply with established policies and procedures, governance (credentialing and registration) and reporting requirements and escalate any issues to the Manager Employment Services to address;
- Prepare and distribute all Internal and External employment contracts (excluding Senior and Junior Medical Staff). Liaise with the Employment Services Advisor and external advice and support where required on complex contractual matters;
- Provide administrative support and assistance to the Manager Employment Services in preparing contracts for Senior Medical Staff;
- Maintain quality customer service by undertaking duties in a courteous and approachable manner;
- Prepare reports and other documents as required, including researching of comparative information as required eg benchmarking positions with compatible health services;
- Coordinate and manage all aspects of work experience program with schools and department managers. Plan dates for students to arrive, compliance and onboarding complete, introduction sessions, offboarding and student payments.

On-boarding

- Issue electronic onboarding documents for new starters, ensuring the inclusion of all relevant information required for a smooth transition and commencement at GV Health;
- Coordinate and promote information sessions for new employees regarding superannuation, salary packaging, private health insurance and other employment benefits;
- Provide assistance to new starters on their on-boarding progress;
- Provide updates to Hiring Managers on the status of their new employees on-boarding where required;
- Review all applications for qualification allowance received during onboarding or after commencement, and determine eligibility in line with relevant enterprise agreements;
- Notify employee of outcome of application and progress to payroll is eligible.

Variations and Terminations

- Process variations to employment in HR system through to employee acceptance. Follow up with the Hiring Managers about variation queries;

- Process employee requests (i.e. parental leave) ensuring that a written response is provided in a timely manner and systems and records are updated to reflect approved arrangements;
- Provide advice around Parental Leave requests and entitlements with support from the Employment Services Advisor and Employee Relations Team;
- Approve requests for Paid Parental Leave via the Centrelink site;
- Monitor, review and follow up on employment life cycle events, including contract acceptance, fixed-term expiry dates, parental leave return, registration expiry dates, visa expiry dates and change of employment status affecting visa holders working rights etc;
- Prepare confirmation of employment letters for employees, upon request (i.e. for loan applications, property applications, visas, registration etc.);

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

N/A

Essential:

- Previous successful experience working within a HR function within a medium to large organisation;
- Proven ability to provide accurate and timely advice on the full range of employment functions and processes, from recruitment through to termination;
- Sound working knowledge of operational human resources systems and processes relating to the employment life cycle;
- Well-developed analytical and problem-solving skills and a high level of attention to detail;
- Effective communication and interpersonal skills;
- Proven ability to plan and prioritise work effectively in a dynamic team environment;
- Sound judgement and maturity to handle sensitive information;
- Demonstrated ability to work collaboratively with stakeholders and as part of a team;
- Competent computer skills;

Desirable:

- Relevant tertiary qualifications in HRM (or a related discipline)
- Experience working in the public health sector, or a related industry

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, accurate and consistent processing of employment services requests
- Continuous improvement of systems and processes to increase efficiency and reduce errors
- Responsiveness to requests for information, advice and support from line managers and employees on employment services systems, functions and processes
- Coordination of a professional and supportive on-boarding process for all new employees to ensure their successful introduction to GV Health

- Maintenance of accurate and complete data, records and file notes
 - Maintenance of professional working relationships with all internal and external stakeholders
 - Protection of sensitive and confidential information obtained in the course of employment
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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.

People, Development & Safety	Employment Services Coordinator
Reviewed by:	Director Workforce and Organisational Development
Issue Date:	October 2025

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](#)