

# Position Description

<b>Position Title:</b>	Employment Services Officer
<b>Reports to:</b>	Manager – Employment Services
<b>Department:</b>	Employment Services
<b>Directorate:</b>	People, Development & Safety
<b>Cost centre:</b>	R1952
<b>Code &amp; classification:</b>	Grade 2 (HS2 – HS21)
<b>Employment conditions:</b>	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).

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## POSITION SUMMARY

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

The Employment Services Officer is the first point of contact for employees and line managers and provides front line customer service for the People, Development & Safety Directorate, providing information and responding to queries regarding the employment life cycle.

The Employment Services Officer provides high level administrative support to the Employment Services Coordinators, Employment Services Advisor and Manager Employment Services, to assist in the delivery of recruitment and on-boarding services to the organisation to ensure the timely and efficient operation of systems and processes.

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## RESPONSIBILITIES AND DUTIES

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

### Advisory Service

- Provide prompt and courteous front-line customer service to visitors
- Answer telephones and respond to email enquiries in a professional and courteous manner, ensuring information provided is accurate and complete or escalated if required
- Ensure customers requirements are managed in a timely and efficient manner to the point of resolution where possible. Effective referral to other staff in the team where appropriate
- Manage mail, correspondence, filing and couriers
- Manage all orders and offsite file management

- Maintain accurate and complete records and file notes of all interactions with managers and employees to enable the identification of issues and trends
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Maintain current Employment Services policies, processes and resources on the HR intranet site
- Assist managers and employees to access information regarding Employment Services systems, policies and processes on the intranet

### **Employment Services**

- Support candidates and staff with assistance in job applications and onboarding
- Process offboarding and termination requests
- Maintain the integrity of information systems, ensuring accurate data input and maintenance
- Run scheduled compliance reports
- Create personnel files for all new employees
- Register new employees in the time and attendance system for finger scanning
- Provide administrative assistance with work experience program
- Provide administrative assistance with the centralised locum program
- Establish volunteer and consumer representative files to ensure appropriate collation and storage or relevant information
- Issue employee ID (security and car park access cards) and social club cards
- Be the first point of contact for service providers (salary packaging and superannuation). Coordinate and promote the site visits for employees regarding superannuation, salary packaging, private health insurance and other employment benefits
- Retain an up to date manual specific for the position

### **Administrative Support**

- Provide administrative support to the Manager Employment Services and team members including:
  - Booking meeting rooms
  - Maintaining copies of forms and resources
  - Collating employment documentation
  - Processing incoming and outgoing mail
  - Coding accounts for processing
  - Scheduling interviews
- Maintain accurate and complete personnel files, ensure that filing is completed in a timely manner and periodic audits are completed to ensure compliance with legislative requirements
- Maintain confidentiality at all times, including limiting visibility of employee files, paperwork and computer screens from clients and visitors to the People, Development & Safety office
- Work cooperatively with other Employment Services team members to ensure smooth and efficient operation of the People, Development & Safety office, covering breaks where required
- Update People, Development & Safety forms, manuals and templates as required.

## **KEY SELECTION CRITERIA**

### **Essential:**

- A minimum of 2 years experience in a relevant human resource role or administration role in an office environment, with a strong customer service orientation
- A sound understanding of employment related policies and processes and keen interest in HR
- Excellent communication and customer service skills and a collaborative and respectful communication style

- Proven ability to use initiative to plan and prioritise work to complete tasks within set timeframes
- Attention to detail, to ensure accuracy and completeness of records, reports and documentation
- Problem solving skills to identify issues and judgement to determine appropriate courses of action
- High level computer skills, with experience in the Microsoft Office suite of applications, in particular Word, Excel and Outlook
- Sound judgement and maturity to handle sensitive matters and remain calm under pressure
- Demonstrated ability to work autonomously and as part of a team
- A positive and flexible approach with “can do” attitude
- A professional manner with the ability to interact effectively with a range of different stakeholders
- Evidence of seasonal influenza
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian ‘Employee’ Working with Children check prior to commencement of Employment
- Completion of Commonwealth of Australia Statutory Declaration prior to commencement of Employment

**Desirable**

- Experience working in the public health sector, or 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;
- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Timely response to queries directed to Employment Services
- Maintenance of accurate and complete records of information and advice provided in response to Employment Services queries
- Timely and efficient operation of systems and processes to support Employment Services functions
- Maintenance of accurate and complete personnel files, data and records
- Professional and courteous response to all internal and external stakeholders
- Protection of sensitive and confidential information obtained in the course of employment

**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.

#### **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>Position Title</b>
Reviewed by:	Line manager
Issue Date:	Date

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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.

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## OUR PURPOSE

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

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## 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](#)

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## 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](#)

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## 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](#)