

## Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

<b>Position Title</b>	People and Culture Business Partner
<b>Position ID</b>	
<b>Department</b>	People and Culture
<b>Award</b>	Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2025 – 2027
<b>Classification</b>	Dependent on qualifications (HS5)
<b>Employment Type</b>	Permanent, Full Time or Part Time
<b>Reports To</b>	Chief Executive Officer
<b>Direct Reports</b>	People & Culture Coordinator/ People & Culture Administrator
<b>Date Document Approved</b>	June 2026
<b>Approved by</b>	Chief Executive Officer
<b>Purpose of Position</b>	
<p>The People and Culture Business Partner plays a key role in delivering high-quality, responsive Human Resources support across REDHS. Working closely with managers and staff, the position provides expert advice and operational support across the employee lifecycle, including recruitment, employee relations, performance management, and workforce planning.</p> <p>The role contributes to building a positive workplace culture aligned with REDHS values, supports compliance with relevant legislation and Enterprise Agreements, and ensures people practices meet the operational needs of a rural health service environment.</p>	

### Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
HR Advisory and Business Partnering	<ul style="list-style-type: none"> <li>• Provide timely, accurate, and practical HR advice to managers and staff across a broad range of people matters</li> <li>• Provide regular workforce, People &amp; Culture reports to the Chief Executive Officer</li> <li>• Partner with leaders to support decision-making on workforce and organisational issues</li> <li>• Support leaders in the consistent application of HR policies, procedures, and frameworks</li> <li>• Identify and implement opportunities to improve HR systems, processes, dashboards and service delivery</li> </ul>

Employee Relations and Case Management	<ul style="list-style-type: none"> <li>• Manage employee relations matters including performance management, grievances, misconduct, and dispute resolution</li> <li>• Provide guidance on workplace behaviour in line with organisational policies</li> <li>• Escalate complex matters appropriately and work with senior stakeholders to achieve effective outcomes</li> </ul>
Recruitment and Workforce Support	<ul style="list-style-type: none"> <li>• Support end-to-end recruitment processes including workforce planning, advertising, selection, and onboarding</li> <li>• Provide advice on workforce requirements to align with service delivery needs</li> <li>• Assist in building workforce capability through talent management and succession planning</li> </ul>
Organisational Development & Change	<ul style="list-style-type: none"> <li>• Support organisational change initiatives including restructures and role redesign</li> <li>• Contribute to the development and implementation of people strategies and workforce plans</li> <li>• Assist in embedding change through effective communication and stakeholder engagement</li> </ul>
Workforce Systems, Reporting, compliance and Data Integrity	<ul style="list-style-type: none"> <li>• Develop and maintain workforce metrics, dashboards, and compliance reporting</li> <li>• Monitor workforce data and identify potential risks and trends</li> <li>• Ensure workforce data integrity across HR systems and reporting processes</li> <li>• Contribute to continuous improvement of reporting processes and system functionality</li> <li>• Ensure compliance with employment legislation, Enterprise Agreements, accreditation standards, and REDHS policies</li> <li>• Lead the development, review, and implementation of People and Culture policies and procedures</li> </ul>
Stakeholder & Relationship Management	<ul style="list-style-type: none"> <li>• Build strong, collaborative relationships with internal stakeholders</li> <li>• Work effectively with unions and employee representatives to support consultation and issue resolution</li> <li>• Provide responsive and customer-focused HR support</li> </ul>
Training, Engagement, Culture & Wellbeing	<ul style="list-style-type: none"> <li>• Lead employee engagement initiatives, including the People Matter Survey and action planning</li> <li>• Drive programs that support staff wellbeing and a positive workplace culture</li> </ul>
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to <b>Growing Together: Our People, Our Services and Our Future.</b>	<ul style="list-style-type: none"> <li>• Consistently demonstrates behaviours aligned to REDHS values in daily practice</li> <li>• Treats consumers, colleagues and community members with respect, fairness and professionalism</li> <li>• Takes personal accountability for actions, follows through on commitments and raises concerns appropriately</li> <li>• Contributes positively to team culture and psychological safety</li> <li>• Participates in engagement, learning and improvement activities that strengthen service quality and sustainability</li> <li>• Uses organisational resources responsibly and supports environmentally and financially sustainable practices</li> </ul>

## Key Relationships

Internal Relationships
<ul style="list-style-type: none"><li>• <b>Executive and Senior Leaders</b> – Provide workforce compliance information, HR system support and guidance on people management processes</li><li>• <b>Managers and Team Leaders</b> – Support the application of Human Resource policies, Enterprise Agreements and workforce processes including payroll, rostering and employee lifecycle activities</li><li>• <b>Payroll and Finance Team</b> – Work collaboratively to ensure accurate and timely processing of payroll data, entitlements and reporting</li><li>• <b>Information Technology (IT) and System Support Teams (e.g. LMSS)</b> – Liaise regarding system access, troubleshooting and implementation of HR system enhancements</li><li>• <b>All Employees</b> – Provide advice and support on HR systems, workforce policies, employment conditions and related processes</li></ul>
External Relationships (Community, Industry etc)
<ul style="list-style-type: none"><li>• <b>Bendigo Health</b> – Collaborate and liaise regarding HR support services, system administration and shared workforce processes where applicable</li><li>• <b>Loddon Mallee Health Network</b> – Participate in regional workforce initiatives, projects and collaborative programs that support shared health service priorities</li><li>• <b>Human Resource System Providers (e.g. SAP, Kronos, SuccessFactors vendors)</b> – Liaise regarding system functionality, issue resolution, upgrades and system improvements</li><li>• <b>External Payroll and Workforce System Support Providers</b> – Collaborate to resolve technical system issues and maintain effective system performance</li><li>• <b>Government and Regulatory Bodies</b> – Ensure workforce compliance practices align with relevant employment legislation, standards and reporting requirements</li><li>• <b>External Auditors or Compliance Bodies</b> – Provide workforce documentation or information to support compliance reviews or audits where required</li></ul>

## Key Selection Criteria & Capabilities

Key Selection Criteria
Qualifications
<ul style="list-style-type: none"><li>• Relevant qualifications and/or demonstrated experience (5+ years) in a Human Resources Business Partnering, Advisory or Administration role</li></ul>
Essential Registrations
<ul style="list-style-type: none"><li>• No Registrations required for this role</li></ul>
Technical and Professional Capabilities
<ul style="list-style-type: none"><li>• Demonstrated experience working in human resources, payroll, service delivery, compliance or a related workforce function within the health sector or similar regulated environment</li><li>• Demonstrated understanding of Enterprise Agreements and Fair Work compliance requirements</li><li>• Experience administering Human Resource Information Systems, time and attendance systems and payroll-related processes</li><li>• Advanced computing skills across Microsoft Office applications including Word, Excel, PowerPoint, Outlook and other relevant systems</li><li>• Demonstrated ability to apply systems thinking to support continuous improvement and organisational change</li></ul>
Desirable
<ul style="list-style-type: none"><li>• Experience working within the public health sector or a complex, multi-disciplinary organisation</li><li>• Experience supporting HR system implementation, upgrades or workforce system improvements</li><li>• Understanding of workforce reporting, compliance monitoring and workforce data management</li></ul>

### Personal & Leadership Capabilities

- Excellent interpersonal skills with the ability to build strong working relationships and collaborate effectively with internal and external stakeholders
- Highly developed written and verbal communication skills, with the ability to convey complex information clearly and professionally
- Demonstrated analytical, judgement and problem-solving skills
- Excellent organisational and time management skills, including the ability to prioritise competing tasks and manage changing demands
- High level of attention to detail with the ability to maintain accuracy and quality in work outputs
- Demonstrated professionalism, integrity and ability to manage sensitive employee information with strict confidentiality
- Ability to work both independently and collaboratively within a multidisciplinary team
- Ability to teach, coach and mentor staff or students in the delivery of person-centred care

### Growing Together – Our People. Our Culture, Our Future.

#### REDHS Values and Behaviours

Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.

<b>R</b>	<b>Reliability</b> We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
<b>E</b>	<b>Engagement</b> We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
<b>D</b>	<b>Diversity</b> We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
<b>H</b>	<b>Hospitality</b> We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
<b>S</b>	<b>Sustainability</b> We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.

### Employment Obligations

#### Employment Principles

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

### **Professional Conduct and Organisational Compliance**

Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.

### **Personal Centred Care**

All staff are required to support the REDHS "This is Me" philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.

### **Work Health Safety & Risk**

All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.

### **Clinical Practise Requirements (Clinical roles)**

Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.

### **Employment Conditions**

Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working with Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

## **Additional Requirements**

### **Position Review**

- This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee
- Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working with Children Check and, where applicable, an NDIS Worker Screening Check
- This document outlines the general duties and responsibilities of the role and is not exhaustive
- An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead

### **Acceptance of the Position**

This Position Description:

- Is to be read in conjunction with the employee's Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct
- May be amended from time to time in consultation with the employee
- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.

**Name**

**Date**

**Signature**