



Role	People & Culture Manager
Reports to:	General Manager Corporate Services
Supervises:	People & Culture Team
Internal Liaison:	CEO, GM's, Managers
External Liaison	Similar organisations, Employer bodies, Contractors.
Job Status:	Permanent Full Time
Classification/Grade:	HS5
Award:	Health And Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026

ABOUT NORTHERN DISTRICT COMMUNITY HEALTH

For more than 30 years, Northern District Community Health (NDCH) has worked to build healthy, inclusive and connected rural communities. Our priority is ensuring our clients have the support they need to stay in their homes so they can continue to engage with, and participate in, their local community.

NDCH provides medical care, mental health support, chronic disease management, community-based programs and in home-based services to foster vibrant, healthy communities while providing rewarding career opportunities for passionate professionals.

Our service has grown to span the Gannawarra, Buloke and Loddon Shires and more recently extended into the Rural City of Swan Hill. With more than 140 employees and 170 volunteers, our service encompasses picturesque towns like Cohuna, Kerang, Boort and more.

Together, our team works to provide critical community health and preventative care services and support for rural communities. NDCH's connection to local communities, coupled with our partnerships with regional health and community services, is what allows us to improve the health and wellbeing of people in the Loddon Mallee region.

JOB SUMMARY

The primary purpose of this position is to:

- ensure the provision of professional, timely and integrated People & Culture (P&C) services, advice and solutions for staff and managers.
- develop and manage a contemporary and efficient approach to HR business partnering between the P&C Services team and line managers.

- develop and monitor the effectiveness of key HR systems and processes to ensure the most appropriate, effective and contemporary approach to support managers in effective people management.
- ensure appropriately tailored communication of all People and Culture policy, process and program requirements, changes and opportunities to all staff and managers.

RESPONSIBILITIES

Summary Responsibilities

1. Lead a professional service team in the provision of timely, accurate and integrated P&C services, information, advice and support to staff and managers in the areas of:
 - a. Policy development and review.
 - b. Recruitment and selection,
 - c. Induction and onboarding,
 - d. Organisation structure, establishment and classification,
 - e. Remuneration and reward,
 - f. Coordination of Payroll,
 - g. Employment records, and
 - h. Performance management, counseling and discipline.
2. Maintain a strong and cooperative working relationship with the Finance department and external providers to ensure a seamless and efficient approach and outcomes to the payroll function and services.
3. Develop strong partnerships with managers to ensure understanding of human resources issues and needs.
4. Work closely with line managers and team leaders to identify and develop appropriate and effective solutions to people management issues.
5. Work collaboratively to address and resolve sensitive employee grievances or disputes.
6. Monitor and review relevant P&C policies, processes and systems for efficiency and effectiveness and develop changes as appropriate.
7. Maintain a current knowledge of contemporary and best practice approaches to relevant human resource practices and recommend changes to current practices as appropriate.
8. Monitor people management capability to identify development needs.
9. Work collaboratively to analyse the impact of actual and proposed changes to the organisation, its structures and processes.
10. Monitor regulatory, policy and practice changes and identify the need for communication of changes.
11. Prepare and plan for organisational communications across a range of human resources services, policy and program requirements and initiatives.
12. Provide professional leadership and direction to the P&C Team and manage their performance and development.

Contributing to organisation-wide priorities

- Contribute to organisational priorities to ensure that team priorities are reflected within organisational strategic plans, budgets and reports.
- Ensure familiarity and uptake of organisation-wide systems and policy.
- Actively contribute to and model organisational values and positive culture.

ACCOUNTABILITIES

- Sound working knowledge of HRIS systems.

- Ensuring internal and external behaviours aligns with organisational values and culture.

WHAT SUCCESS LOOKS LIKE FOR THIS ROLE

- The human resource function is understood cross the organisation.
- Policies and Procedures are current with a review schedule.
- The HRIS and Payroll are fully implemented and utilised.

KEY SELECTION CRITERIA

- Significant experience in the provision of a comprehensive range of human resource services in a similar work environment.
- Human resource management/business qualifications preferred.
- Sound knowledge and understanding of contemporary human resources practice.
- Strong organisational capability with a service orientation.
- Ability to facilitate thinking, problem solving and solutions development.
- Experience in policy/procedure development and implementation.
- Sound working knowledge of Microsoft Office, in particular Word, Excel and Powerpoint.
- Current drivers' licence preferred.

WHY CHOOSE NDCH

At NDCH, we are driven by core values that shape our every action. We strive to cultivate a workplace where courage, inclusivity, and unwavering commitment are not just ideals, but integral to our daily operations. Here, diversity isn't just embraced - it's celebrated as a cornerstone of our success.

Whether you're starting your career or seeking a new challenge, NDCH offers professional development opportunities, including personalised mentoring and leadership programs.

Benefits

- **Remuneration:** staff are paid in line with Award agreements.
- **Employee wellness package:** access to our health and wellbeing program including EAP support for personal and professional assistance for you and your family as well as bulk billing at NDCH's medical clinic.
- **Supercharged benefits:** unlock salary packaging and free parking.
- **Personal growth opportunities:** access an annual professional development budget, a staff mentoring program, in-house coaching, training and upskilling opportunities and leadership pathways through the Alliance of Rural and Regional Community Health.
- **Culturally inclusive workplace:** work in for an organisation where cultural awareness and recognition are fostered and celebrated.

Employee Signature

Manager Signature

Employee Name
(please PRINT IN CAPITALS)

Manager Name
(please PRINT IN CAPITALS)

Date

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