

Position Description

People & Culture Manager

AREA:	People & Culture
REPORTS TO:	Chief Executive Officer (CEO)
DIRECT REPORTS:	2-3
POSITION STATUS:	Full-time or 0.8 FTE
CLASSIFICATION:	Senior Manager, Level X Band X
LOCATION:	Melbourne, Hybrid Model

Who We Are

Since its inception in 1997, the Rural Workforce Agency Victoria (RWAV) has become a significant and successful non-profit organisation based in Victoria, Australia.

RWAV improves access to quality primary care health services and other health services for rural, regional and First Nations communities across Victoria. We improve health outcomes through effective and customised health workforce solutions that are informed through partnerships, workforce and population health data, and collaboration with communities.

Our Purpose

Providing effective and customised health workforce solutions for rural and First Nations communities in Victoria.

Our Vision

All Victorian communities to be supported with equitable access to a high-quality health workforce that promotes positive health outcomes.

What We Do

RWAV provides sustainable health workforce solutions for Victorian rural, regional and First Nations communities to enable equitable access to primary health care.

We do this by:

- Providing health workforce recruitment, locum services, outreach and grant programs.
- Influencing key decision-makers through our health workforce data, research and analysis expertise.
- Collaborating to support a well-distributed, high-quality health workforce throughout Victoria.

Our Values

Respect	We treat everyone with dignity, recognising the value and diversity of our communities. We listen to everyone and respect their views and contributions.
Accountability	We are transparent and accountable to those we work with concerning our services and their delivery.
Collaboration	We work as a team with our community by building strong relationships. We embrace opportunities to collaborate and partner with communities and organisations to help us achieve our goals.
Innovation	We embrace change and constantly seek new ways to achieve our goals.
Resilience	We respond to challenges willingly, with a holistic approach and unwavering resolve.

The Role

As the People and Culture Manager, reporting to the CEO, you will be instrumental in cultivating a positive workplace culture that fosters inclusivity, allowing employees to excel. You will oversee both strategic and operational aspects of enhancing employee engagement and ensuring compliance with RWAV’s strategic plan, policies, and relevant legislation.

As the People & Culture Manager, you will utilise leadership and management capabilities to ensure strategic alignment and to effectively lead, manage and develop members of the People & Culture team to provide support and direction to key stakeholders.

Key Responsibilities

- Develop and implement strategic and operational HR and Quality plans aligned with RWAV’s mission and values.
- Manage all elements of the employee lifecycle, including recruitment, onboarding, performance management, training and development, and offboarding including:
 - Improve attraction, engagement and retention of staff.
 - Facilitate staff development by encouraging a culture of learning across the organisation.
 - Implement, monitor and evaluate systems to improve the safety of staff.
 - Provide expert advice and recommendations to managers and staff on People & Culture matters.
 - Oversee workplace investigations related to misconduct or OHS matters.
- Ensure compliance with Enterprise Agreements and relevant legislation.
- Contribute to the communication and promotion of RWAV’s mission, vision, strategy,

policies and procedures throughout the organisation.

- Provide advice to Managers, General Managers and Chief Executive Officer, and to the Board of Directors and Board Sub-committees as required.
- Strive for a high level of staff engagement by conducting surveys to assess staff satisfaction, communicating and taking effective action on survey feedback to achieve measurable change.
- Prepare and deliver high-quality reporting, including workforce analytics, board updates, and key performance metrics to inform strategy and decision-making.

Skills, Knowledge and Abilities

- Strong background in strategic and operational human resource management, with a focus on quality and leading by example.
- Demonstrated experience in delivering core People & Culture functions, including workforce planning, employee engagement, performance management, change implementation, and ensuring compliance with relevant legislation and policies.
- Experience and knowledge of quality, compliance, and workplace health and safety.
- Proven ability to lead and support teams, partnering with organisational leaders to foster a positive and inclusive workplace culture that promotes high performance and employee wellbeing.
- Excellent written and verbal communication skills, with experience in report writing, presentations, coaching and strong organisational skills.
- Strong interpersonal and communication skills, with a focus engagement, consultation, and problem-solving to effectively manage employee relations, development and implementation of organisational change initiatives.
- Proficient in digital tools, including various Microsoft Suite applications and HRIS systems (Employment Hero preferred).

Selection Criteria - Essential

1. Tertiary qualifications in Human Resource Management or a related field, with a minimum of 3 years' experience in a senior People & Culture or HR management role.
2. Demonstrated experience in delivering core People & Culture functions, including workforce planning, employee engagement, performance management, change implementation, and ensuring compliance with relevant legislation and policies.
3. Proven ability to lead and support teams, partnering with organisational leaders to foster a positive and inclusive workplace culture that promotes high performance and employee wellbeing.
4. Strong interpersonal and communication skills, with a focus on stakeholder engagement, consultation, and problem-solving to effectively manage employee relations and implement organisational change initiatives.
5. Experience in preparing and presenting clear, concise reports, policies, and

recommendations to management teams and stakeholders to support informed decision-making.

6. Experience in implementing HR initiatives that align with organisational strategy, such as recruitment processes, onboarding programs, learning and development, and workforce retention strategies.
7. Knowledge and application of contemporary HR systems and tools, with the ability to analyse HR metrics and data to drive evidence-based decision-making.
8. Demonstrated ability to coach and support managers and employees in areas such as performance management, employee relations, and professional development.
9. Commitment to fostering diversity, equity, and inclusion, with experience developing and supporting workplace initiatives that promote these values.
10. Strong project management skills, with experience delivering HR-related projects, such as policy reviews, system implementations, or cultural improvement programs.
11. Knowledge of contemporary trends in People & Culture, such as hybrid working, employee wellbeing, and talent management, with the ability to implement best practice solutions.

Other Requirements

- Satisfactory National Police Records check and Current driver's license and capacity to travel within Victoria where required.

OHS Responsibilities

- **Take Reasonable Care:** Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions
- **Follow Procedures:** Comply with workplace safety policies and procedures
- **Report Hazards:** Notify their employer of any hazards or risks in the workplace
- **Use Equipment Properly:** Use any provided safety equipment correctly and as instructed

Clinical Governance

- **Commitment to Excellence:** A focus on the provision of high-quality care, going beyond compliance to the pursuit of excellence and continuously updating skills and knowledge.
- **Active Engagement:** Facilitate meaningful partnerships, participating in the informal and formal connections across the organisation to facilitate high quality care provision
- **Supportive Environment:** Promote a culture of safety, transparency, and teamwork, encouraging open communication and collaboration, sharing information to improve care.



REVIEWED:	January 2024
NEXT REVIEW:	January 2025
