

Position Description

Position Title	HR Services Coordinator
Department / Division	People and Culture
Classification	A03
Position reports to	HR Services Team Leader
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk Category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

ROLE PURPOSE

The role is responsible for acting as a first responder to employee and manager queries relating to HR processes and systems. As a central, and often first point of contact for new employees, the role is crucial to the delivery of a professional, responsive and customer-focused service. All HR administration is undertaken as part of a team approach to workload management. The role also acts as a triage point for escalation of issues to HR Advisors or Partners. Attention to detail and a tenacity to follow through is central to the successful fulfilment of this role.

KEY ACCOUNTABILITIES

Administration

- On-boarding of new starters including ensuring all relevant checks have been undertaken and processed
- Managing your weekly/daily tasks with routine supervision and guidance
- Maintenance and accuracy of all employee files
- Ensuring process documentation is current and accurate
- Providing timely and accurate scheduled and ad hoc reporting to HR and line management
- Day to day team administration including facilities, team meetings, and office administration
- Administration of non-automated HR processes such as but not limited to parental leave, honorary appointments
- Ensuring accuracy and integrity of data by working with HR advisors and Payroll Systems Administrator

Customer Service

- Exceptional customer service provision through efficient evaluation, closure and/or escalation of all queries and advice
- Implementing and communicating tasks and actions to ensure internal clients are aware of progress and any potential issues

that may hold up recruitment or onboarding processes

- Exceptional communication to update internal clients on activities required for their team or new candidate/s or advice regarding documentation or processes to be implemented
- High level of candidate care to ensure a positive early brand experience with RCH as an employer and assisting them with multiple smooth onboarding and transactional processing
- High quality advice, guidance and support for employees and line managers on the correct usage of HR systems and processes

Initiative and process improvement

- Applying initiative to assist colleagues in the HR Services team when other high priority requests require the shared collaboration of the team
- Learning and knowledge sharing across all HR and business teams
- See themes and common issues and proactively raise ideas and options to the HR Services Team Leader to ensure continuous improvement of communication and HR processes
- Excellent and proactive interface with Payroll and People and Culture systems teams to try and resolve own first level queries first before referring.
- Provide input into performance indicators to ensure efficient HR processing and customer service

QUALIFICATIONS AND EXPERIENCE

Essential:

- Excellent Written and Verbal communication skills
- Intermediate proficiency in the use of Microsoft applications
- Organisation and prioritisation skills
- Ability to work as part of a team and to demonstrate initiative when needed to assist internal clients

Desirable:

- A minimum of 2-3 years' experience in a similar role
- Experience in agency recruitment will be highly regarded
- Previous experience in workplace relations and/or HR generalist roles
- Experience working with multiple large data sets
- Experience in the use of SAP applications
- Experience with SuccessFactors
- Data entry experience
- Understanding of the Healthcare sector

KEY SELECTION CRITERIA

- Demonstrated experience in establishing and maintaining effective working relationships
- Strong personal drive to deliver Excellent customer service
- Ability to prioritise and consistently meet deadlines whilst working under pressure
- Demonstrated ability to communicate clearly and confidently both in writing and verbally
- Strong computer literacy and time management skills and the ability to learn new systems and processes quickly
- An ability to work flexibly and adaptively in a complex environment with multiple stakeholders
- Acts with a sense of urgency, set clear priorities and focus on the completion of tasks.
- Demonstrates a high level of concern for accuracy.
- Exhibits the highest levels of personal integrity and ethical behaviour

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)

- Employees are required to maintain compliance with RCHs “Staff Immunisation - Prevention of Vaccine Preventable Diseases” procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children’s Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- *We do better work caring for children and families when we also care for each other*
- *I bring a positive attitude to work – I share, I laugh, I enjoy other’s company*
- *I take responsibility for my behaviour and its impact on others*
- *I am curious and seek out ways to constantly learn and improve*
- *I celebrate the good stuff, the small stuff, the big stuff – it all matters*
- *I speak up when things aren’t right*
- *I value the many different roles it takes to deliver great patient care*
- *I actively listen because I want to understand others and make better decisions*
- *I am inclusive and value diversity*
- *When it comes to teamwork, I don’t hold back – I’m all in.*

QUALITY, SAFETY AND IMPROVEMENT

RCH Employees have a responsibility and accountability to contribute to the organisation’s commitment to Quality, Safety and Improvement by:

- *Acting in accordance and complying with all relevant Safety and Quality policies and procedures*
- *Identifying risks, reporting and being actively involved in risk mitigation strategies*
- *Participating in and actively contributing to quality improvement programs*
- *Complying with the requirements of the National Safety & Quality Health Service Standards*
- *Complying with all relevant clinical and/or competency standards*
- *Complying with the principles of Patient and Family Centred Care that relate to this position*

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, all members of the LGBTQI community and people with disability.

Position description last updated

July 2023