



Position Description – TLC Healthcare

Position	People & Culture Administrator
Classification:	Nil
Award/Agreement:	Common Law
Reporting to:	General Manager HR Operations

Our Mission & Values

To be leaders in innovative and integrated healthcare renowned for providing wellbeing to our communities.

Respect: We value diversity, treating each other with courtesy and care

Accountability: We are responsible for our own actions and inactions

Excellence: We strive to be the best in all that we do

Collaboration: We work together cooperatively to achieve shared outcomes

Integrity: We act with honesty, openness and professionalism

Innovation: We embrace new ideas and seek creative solutions

Position Summary

The People & Culture Administrator actively contributes to TLC Healthcare's People & Culture function to ensure it adds value, is cost effective, customer and outcome focused. The People & Culture Administrator will provide a range of human resources client services and administrative support activities in recruitment, selection and appointment, monitoring of compliance, operational and day to day administration of the People & Culture function.

Qualifications / Experience Required

- Relevant experience working in a People & Culture environment and proven systems and administration skills are required.
- Successful completion or working towards qualifications in HR/IR or related discipline.
- Current Victorian Drivers License preferred

Key Skills and Competencies

Job Competencies

- Knowledge of contemporary HR practices and employee relations frameworks
- Proficient knowledge in Microsoft packages and HRIS systems and high degree of computer literacy
- Communications skills, ability to communicate with a variety of audiences
- An understanding & knowledge of healthcare related issues
- Organisational skills, able to meet deadlines and prioritise tasks accordingly

Personal Competencies

- Well-developed communication skills, interpersonal, written and verbal and excellent stakeholder management
- Demonstrates a commitment to a culture of excellence and continuous quality improvement
- Displays strong service delivery focus
- Ability to work autonomously and to effectively manage work priorities
- Highly developed analytical and problem solving skills
- Presents a positive attitude and an ongoing commitment to position responsibilities and organisational goals

Training and Compliance

Mandatory Training

- TLC Induction
- Health Services Induction
- Identifying, Reporting and Responding to the Abuse of Older People in Care
- Driver Safety
- Hand Hygiene for Healthcare Workers
- Manual Handling
- Occupational health and Safety Fundamentals
- Fire and Emergency Training

Optional Training

- Nil

Compliance Requirements

- Satisfactory Police Record Check
- Mandatory Training

Key Results Areas

1. Demonstrates and upholds the mission and values of TLC Healthcare

- Incorporate the values of TLC Aged Care into daily practices in relation to all duties and responsibilities
- Actively promote and participate in quality and continuous improvement activities including accreditation and related activities or initiatives

2. Ensure recruitment and selection process including issuing of contracts is monitored and maintained consistent with operational requirements

- Ensure employment contracts are prepared accurately and in accordance with legislation and TLC's policies and procedures
- Ensure contract variations are prepared and sent to payroll and rostering
- Manage, monitor and update TLC's online recruitment system
- Assist in developing or drafting high quality job advertisements to ensure TLC attracts the right candidates for advertised positions
- Provide information regarding employment opportunities to prospective candidates for all TLC homes as required
- Provide guidance and support to managers on recruitment matters.
- Prepare and update recruitment documentation to ensure legislative and Best Practice requirements are maintained
- Assessment Centres are organised and conducted appropriately as required.
- Support recruitment for the TLC On Call (casual pool) team
- Maintain appropriate lines of communication with payroll and rostering to ensure employees are on or off boarded according to timelines

3. Respond to stakeholder queries in regard to general HR related matters.

- Monitor and manage HR Inbox and Jobs Inbox, providing a timely and accurate response.
- Monitor and manage HR team phone enquiries
- Provide advice to stakeholders including executive, managers, staff and candidates
- Retrieve employee information and data from HR systems as required in a timely manner
- Provide award or EBA interpretation

4. Compile and complete regular reporting and ensure employee compliance with HR Policies

- Prepare and collate information required for monthly HR reporting
- Question and investigate any anomalies in reporting data
- Complete police, NPII, visa and AHPRA checks to ensure these comply with policy for all staff
- Track fixed term contracts for expiry dates and liaise with relevant HRBP, assisting where required.
- Monitor probationary period reviews and completion
- HR systems use and reporting

5. Contribute and assist with Projects and HR-related communication

- Assist in the completion of HR projects to agreed standards and within agreed timeframes.
- Support and assist the human resources team to achieve agreed outcomes in operational matters or projects
- Update HR policies and procedures
- Build the marketing and communication of P&C through the collection of articles, drafting content and planning strategies for social media and IGNITE employee newsletter. Manage Staff Facebook memberships as required.

6. Demonstrates appropriate team work and cooperation

- Undertake work collaboratively with all stakeholders and display an understanding of team qualities and the capacity to participate in and contribute to team goals
- Work with the HR Business Partners to provide high level accurate and timely advice, data and management of issues
- Support reception and provide cover during periods of leave
- Complete other duties as reasonably directed by the Chief P&C Officer
- Utilises resources responsibly

7. Delivers exceptional customer service for stakeholders

- Exceptional customer service provided to residents, representatives and family members including the delivery of care as well as in day-to-day interactions
- Exceptional customer service is provided to internal stakeholders including staff and managers
- Receive relevant feedback and respond to queries in a timely and accurate matter

8. Takes reasonable care to protect health and safety of themselves, colleagues and others in the workplace

- Completes incident reports or near miss reporting and risk assessments to manage the risk to self and others
- Supports health and safety representatives and participates in meetings regarding safety
- Ensure health, safety and wellbeing in the workplace for self and others
- Demonstrate competence in emergency codes, fire training and other safety training as assigned through relevant assessments.

Measures of Performance

Quantitative Measures

- Accuracy and quality of reporting on time each month
- 100% compliance with HR Background Check Policy
- Employee newsletter finalised and published by the end of every month
- Minimal key stakeholder complaints

Qualitative Measures

- Recruitment and selection processes are monitored and maintained in an efficient and timely manner
- Stakeholders receive accurate responses regarding HR queries and issues in a timely manner
- Gaps or non-compliances in data such as expired or missing police checks are followed up and resolved with the relevant Manager and/or escalated as required
- HR systems information is retrieved, used and reported as required in a timely manner
- HR policies and procedures updated as required in a timely manner
- Demonstrates and upholds the Mission and Values of TLC Healthcare
- Compliance with TLC policies, procedures and Quality Management system and contribution to continuous improvement
- Takes reasonable care to protect health and safety in the workplace
- Proactive and timely communication, collaboration and positive relationships with stakeholders