

POSITION DESCRIPTION

Position Title	People & Culture Coordinator
Reports to (Title)	Senior P&C Business Partners
Executive Director	Group Director People, Culture and Transformation
Department	People & Culture
Position Location	183 Wattletree Road
Award/Agreement	Salary & Conditions in accordance with the Cabrini Support Services Agreement
Delegation of Authority Level	n/a

Position Summary & Role Purpose

The People & Culture Coordinator is part of Cabrini's People & Culture Business Partnering Team and is responsible for general administrative support for all processes and key initiatives within the end to end employee lifecycle changes.

This role will have a strong customer centric and service delivery focus, leveraging Cabrini's HR digital platform (Workday) in line with agreed standards and policies. This role also plays a critical part as a final validation point for employee data changes and ensure compliance to legislation and Cabrini's policies, conditions and practices.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1. Operational Responsibilities

- Provide 1st level helpdesk support on employee queries on HR processes, policies and systems and escalate/ work in partnership with other teams for effective resolution.
- Undertake triaging and troubleshooting of employee issues in Service Manager (ticketing system) and escalate to Business Partnering team, Payroll or Systems specialists as required.
- Administration of employee movement and data change workflows in HR Information System (HRIS) which may include data entry and validation, letter generation and document management.
- Coordinate and facilitate onboarding and induction of new team members in line with agreed processes and protocols, including provision of new employment contracts, reporting, compliance checking and verification of credentials.
- Responsible for any master data entry and changes to employee records as per authorised requests based on Cabrini's DoAs.
- Administer employee variation letters
- Provides support to managers, employees and candidates with HRIS processes.
- Support with basic user testing requirements for system changes and projects.
- Assists managers with the processing of job changes in Workday and the provision of advice and training to users, including making system corrections as necessary.
- Coordinates compliance and audit reporting including: reviewing visa status through VEVO, AHPRA registrations through CGov, police checks and working with children checks, termination reports – and notification to managers of compliance status.

- Liaise with Payroll to problem solve relevant employee data issues, escalating to Business Partnering team as required.

1.2. Miscellaneous

- Actively contribute to driving efficiencies in all HR processes through standardisation, including ensuring all processes are well documented and supported by instruction guides and checklists
- Provide reporting and/or administration support to special project initiatives where required
- Other adhoc task and activities as directed by the Senior Business Partners.
- Contribute towards strategic projects and initiatives at an enterprise level.
- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter.

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

Organisational Relationships

The People & Culture Coordinator :

- Reports directly to the Senior P&C Business Partners
- Maintains a close collaborative working relationship with the broader People and Culture team, including P&C Advisors, Recruitment, Talent and Capability, Work Health & Safety and Workplace Relations teams
- Maintains a close collaborative working relationship with other departments and services
- Work as One Team with Payroll

Committee Membership

The People & Culture Coordinator will participate as a member of the following committees:

- People & Culture team meetings
- Business Partnering team meetings
- Attendance at relevant internal committees and meetings as needed
- Relevant external committees as a representative of Cabrini
- As directed by the Senior P&C Business Partners

Staff Development

The People & Culture Coordinator will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary administrative and human resources practices
- Remaining up to date with relevant HR systems
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy

Key Competencies

Educational/Vocational

- Certificate or degree in Human Resources or progress towards or similar (desirable)

Knowledge / Experience

- Demonstrated experience in a similar HR administration role with experience responding to HR queries and providing advice on systems, data and processes - experience in a shared services environment would be advantageous.
- Demonstrated experience administration of an HR Information System (Workday desirable, but not required)
- Excellent customer service and communication skills with both internal and external customers and the ability to build relationships with all levels of the organisation
- Very strong attention to detail and time management skills with the ability to deal with high volume transactions.
- High level of problem solving skills and resourcefulness to be able to effectively troubleshoot, analyse and source resolution options.
- Previous experience in interpreting HR policies, Enterprise Agreements & Awards
- Ability to collaborate and operate as part of a team.
- Demonstrated understanding of privacy and confidentiality
- Proficient in the full range of the Microsoft Office applications, with strong skills in Excel

Conditions of Employment

Salary and conditions in accordance with the Cabrini Support Services Agreement

Cabrini Mission, Values and Vision

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that Matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Approved:



Group Director People, Culture and Transformation

5 August 2025

Date