

Position Description

| | |
|------------------------|--|
| Position title: | People Experience Consultant |
| Department: | People Experience |
| Classification: | Administrative Officer Grade 5 |
| Agreement: | Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 |
| Reporting to: | People Experience Manager |

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

Find the exceptional in your everyday.

The Women's, where you belong.

About the department/unit

The People Experience team is responsible for delivering initiatives that strengthen the capability, wellbeing and engagement of Women's staff and create a positive employee experience. We are committed to partnering with managers and staff to support the Women's achieve its strategic priorities and be the 'best place to work, learn and contribute'.

Position purpose

The People Experience Consultant supports the employee experience through co-ordinating initiatives aligned to the Women's Strategy and the Creating Exceptional Experiences with our People program. By designing and delivering organisational development initiatives this role helps build people capability, organisational effectiveness and workforce engagement.

Key responsibilities

Culture, engagement & learning

- Partner with key stakeholders to design, deliver and evaluate initiatives aligned to The Women's Strategy and Creating Exceptional Experiences with our People program, including:
 - Employee Engagement
 - Leadership and capability development
 - Performance development
 - Talent & succession planning
 - Onboarding and orientation
 - Equity, Inclusion & Belonging, including contributing to Gender Equality Action Plan reporting
 - Reward & Recognition
- Lead the development and delivery of organisational development and leadership capability frameworks
- Design and facilitate a range of learning and development workshops (eg, onboarding, performance, leadership, team development).

Stakeholder engagement

- Provide expert advice to managers and staff on culture, engagement, wellbeing and organisational development practices.
- Liaise with external learning providers to identify and design appropriate development solutions.
- Participate in a range of communication forums to maximise opportunities to obtain feedback and identify stakeholder needs

Reporting & Communication

- Provide meaningful analysis of engagement, performance and learning data to support evidence based decision making, including contributions to Executive presentations.
- Research contemporary engagement and wellbeing trends and provide recommendations on opportunities to strengthen employee engagement and wellbeing
- Prepare high quality communication materials and coordinate related engagement activities, needs analysis and evaluations.

Other responsibilities

- Participate in the hospital's accreditation and quality programs as required
- Participate in any other projects, as reasonably required, by the People Experience Manager

Find the exceptional in your everyday.

The Women's, where you belong.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

Essential:

- A degree in Human Resources, Organisational Development, Psychology or relevant discipline, or an equivalent alternate combination of relevant knowledge, training and/or experience
- Demonstrated expertise in organisational development, culture, engagement, leadership and capability development initiatives
- Strong written and verbal communication skills
- Highly developed interpersonal skills and demonstrated ability to provide exceptional client service and building and maintaining effective working relationships within and outside of the team
- Demonstrated organisational, time management and administrative skills
- High level of computer literacy with a range of applications including but not limited to, MS Office Suite, Email, Internet

Desirable:

- Experience working in the healthcare sector
- Experience using a HRIS system

Attributes:

- Embodies the Women's values of courage, passion, discovery and respect
- Team player who is comfortable with involvement and input from multiple stakeholders
- Ability to collaborate with a wide range of stakeholders
- Adaptable - able to maintain effectiveness when work priorities change or urgent matters arise
- High level of self-motivation and personal management skills
- Able to work independently and effectively as part of a team or partnership to deliver outcomes

Organisational relationships

Internal relationships

- All Hospital staff and managers
- People Culture & Wellbeing, Finance, Communications and Philanthropy and Community Investment

External relationships

- External service providers

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during

Find the exceptional in your everyday.

The Women's, where you belong.

your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

| Physical demands | Frequency |
|--|------------------------------------|
| Shift work – rotation of shifts – day, afternoon and night | Not Applicable |
| Sitting – remaining in a seated position to complete tasks | Prolonged / Constant |
| Standing - remaining standing without moving about to perform tasks | Occasional |
| Walking – floor type even, vinyl, carpet, | Occasional |
| Lean forward/forward flexion from waist to complete tasks | Occasional |
| Trunk twisting – turning from the waist to complete tasks | Occasional |
| Kneeling – remaining in a kneeling position to complete tasks | Occasional |
| Squatting/crouching – adopting these postures to complete tasks | Occasional |
| Leg/foot movement to operate equipment | Not applicable |
| Climbing stairs/ladders – ascending and descending stairs, ladders, steps | Rare |
| Lifting/carrying – light lifting and carrying less than 5 kilos | Frequent |
| – Moderate lifting and carrying 5 – 10 kilos | Not applicable |
| – Heavy lifting and carrying – 10 – 20 kilos. | Not applicable |
| Push/pull of equipment/furniture – light push/pull forces less than 10 kg | Occasional |
| – moderate push / pull forces 10 – 20 kg | Not applicable |
| – heavy push / pull forces over 20 kg | Not applicable |
| Reaching – arm fully extended forward or raised above shoulder | Rare |
| Head/neck postures – holding head in a position other than neutral (facing forward) | Rare |
| Sequential repetitive actions in short period of time | |
| – Repetitive flexion and extension of hands wrists and arms | Prolonged / Constant |
| – Gripping, holding, twisting, clasping with fingers/hands | Prolonged / Constant |
| Driving – operating any motor-powered vehicle with a valid Victorian driver’s license. | Occasional |
| Sensory demands | Frequency |
| Sight – use of sight is integral to most tasks completed each shift | Prolonged / Constant |
| Hearing – use of hearing is an integral part of work performance | Prolonged / Constant |
| Touch – use of touch is integral to most tasks completed each shift | Prolonged / Constant |
| Psychosocial demands | Frequency |
| Observation skills – assessing/reviewing patients in/outpatients | Not Applicable |
| Problem solving issues associated with clinical and non-clinical care | Prolonged / Constant |
| Working with distressed people and families | Occasional |
| Dealing with aggressive and uncooperative people | Rare |
| Dealing with unpredictable behaviour | Rare |
| Job demands – high workload, tight deadlines, and competing priorities | Prolonged |
| Exposure to traumatic or distressing content or situations – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events. | Rare |
| Role specific considerations Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager. | |
| Definitions used to quantify frequency of tasks/demands as above | |
| Prolonged/constant | 70 – 100 % of time in the position |
| Frequent | 31 – 69 % of time in the position |
| Occasional | 16 – 30% of time in the position |
| Rare | 1 – 15% of time in the position |
| Not applicable | 0% of time in the position |

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.

Find the exceptional in your everyday.

The Women’s, where you belong.

- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

Vaccination requirements

As this role has limited direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: 11 March 2026

Developed by: People Experience Manager

Date of next review: 11 March 2027

Find the *exceptional* in your everyday.

The Women's, where you belong.