

POSITION DESCRIPTION

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| Position Title: | People and Culture Employee Relations Advisor |
| Business Unit/Department: | Employee Relations and Business Partnerships |
| Division: | People, Culture and Communication |
| Award/Agreement: | Health & Allied Services, Managers & Administrative Workers Enterprise Agreement 2021-2025 |
| Classification: | HS3 |
| Reports To: | Manager, Employee Relations and Business Partnerships |
| Direct Reports: | N/A |
| Date Prepared/Updated: | 12 February 2026 |

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| <p>Position Purpose</p> <p>As a key member of the People and Culture team at Western Health, the People and Culture Advisor acts as the first point of contact for a wide range of employee enquiries regarding workplace conditions, entitlements, policies, and enterprise agreements. The Advisor also supports the implementation of employee and industrial relations strategies, playing a crucial role in the delivery of broader organisational People and Culture objectives.</p> <p>This role is well suited to an emerging HR professional, particularly a recent graduate or early-career practitioner who is looking to develop a strong foundation in employee and industrial relations within a supportive, values-driven environment.</p> <p>The role is responsible for contributing to the overall direction and strategy of the Employee Relations and Business Partnership team.</p> |
| <p>Business Unit Overview</p> <p>People and Culture provide advice and employment related services across Western Health. Operational People and Culture management within Western Health is primarily the responsibility of line management and the role of People and Culture function is to support them to effectively perform this role.</p> <p>The People and Culture function comprises the main functional areas of Employee Relations, Workforce Planning, Organisational Development and Safety. Regardless of specialism, the teams aim to work in an integrated way to support a high standard of People and Culture management practice within Western Health that aligns with the organisation's core values.</p> |
| <p>Key Responsibilities</p> |

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- Resolve a broad range of People and Culture queries in a timely and professional manner via phone, email, and the internal portal.
- Collaborate with internal teams such as Operations, Recruitment, Workforce Systems and Payroll to support the implementation of enterprise agreements and continuous improvement initiatives.
- Review and maintain People and Culture policies, procedures and documentation to ensure compliance with legal, regulatory and industrial obligations.
- Support the employee lifecycle including onboarding, employment changes, separations and leave management processes.
- Assist with the interpretation and application of modern awards, enterprise agreements and relevant employment legislation.
- Support the management and resolution of low-level workplace matters such as absenteeism, performance concerns and initial grievance handling.
- Maintain accurate employee records, databases, and the PCC Inbox, ensuring all information is handled with confidentiality and precision.
- Participate in continuous improvement projects and initiatives related to people systems and processes.
- Support the education and capability uplift of line managers through documentation, FAQs and participation in training sessions.
- Ensure all work practices reflect Western Health's values of Compassion, Accountability, Respect, Excellence and Safety.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Manager, Employee Relations and Business Partnerships
- Director, Employee Relations, Business Partnerships and Injury Management
- People and Culture team
- Payroll, Recruitment and Workforce Systems teams
- All levels of employees and managers

External:

- Industrial partners (VHIA, Unions)
- Statutory authorities (e.g., FWC, VEOHRC)
- Service providers

Selection Criteria

Essential:

- Tertiary qualification in Human Resources, Law, Industrial Relations or a related discipline.
- Strong interest in employee and industrial relations.
- Excellent written and verbal communication skills.
- Ability to manage competing priorities and meet deadlines.
- Demonstrated problem-solving and interpersonal skills.
- Attention to detail and strong administrative skills.
- Customer-focused and able to develop effective working relationships.
- Proficient in Microsoft Office Suite, including Excel and Outlook.

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- Current Victorian Driver's Licence.

Desirable:

- Knowledge of modern awards and enterprise agreements.
- Experience working within a large or complex organisation.
- Exposure to a HRIS (e.g., SAP SuccessFactors).
- Prior experience in a healthcare or public sector environment.

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

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Employee's Name: Click here to enter the Employee's name.

Employee's Signature: _____

Date: Click here to enter a date.

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