



Our Vision	All children have the best start in life
Our Role	Partnering with families and communities to enable children to thrive
Our Values	Listen , understand and learn Embrace cultures, communities and families Celebrate unique strengths and experiences Inspire each other to grow and thrive Nurture kindness and the joy of play Strive to deliver the best outcomes and care

1. Introduction

QEC is proud to be Victoria's largest provider of residential and community-based early parenting services.

Formed in 1917, QEC is a public hospital and community service organisation. We are passionate about supporting families to grow, parents to flourish and children to thrive.

QEC delivers a variety of services and support programs to families with young children (aged from newborn to 4 years of age) in partnership with government and not for profit partners.

QEC promotes the safety, wellbeing and inclusion of all children. Many families experience various challenges that, from time to time, may impact on their ability to nurture and support the growth and development of their young children. QEC offers a community of support to families if and when we are needed.

QEC programs are research-informed and tailored to meet the unique needs of each family. Our work equips families to best nurture, protect and enhance their children's safety, health and development.

QEC's multidisciplinary team of experienced professionals are committed to partnering with families to achieve the best outcomes for children. Our team includes Maternal and Child Health, Paediatric, Mental Health and General Nurses, a Medical Practitioner, Midwives, Psychologists, Social Workers, and Early Parenting Practitioners.

With service locations based at Noble Park, Wodonga, Preston, Dandenong South, Morwell, and a new site opening in Hastings in 2026, QEC are committed to providing services that are accessible to families across Victoria.

We acknowledge all Aboriginal and Torres Strait Islander peoples as the traditional owners of the lands on which we walk, live and raise our children. We pay our respects to traditional owners past, present and future and acknowledge the importance of children being raised with connections to culture, community and family.



2. Position Profile

Position Objective

The People and Culture Officer plays a key role in supporting all aspects of the employment life cycle while working in collaboration with the People, Culture and Safety team, QEC Leadership team and staff. Providing a range of services including (but not limited to), recruitment and talent management, remuneration, onboarding, orientation, payroll support and performance development. The role will also undertake employment administration activities and support the delivery of a range of workforce support initiatives in accordance with the People, Culture and Safety Plan and QEC Operational Plan.

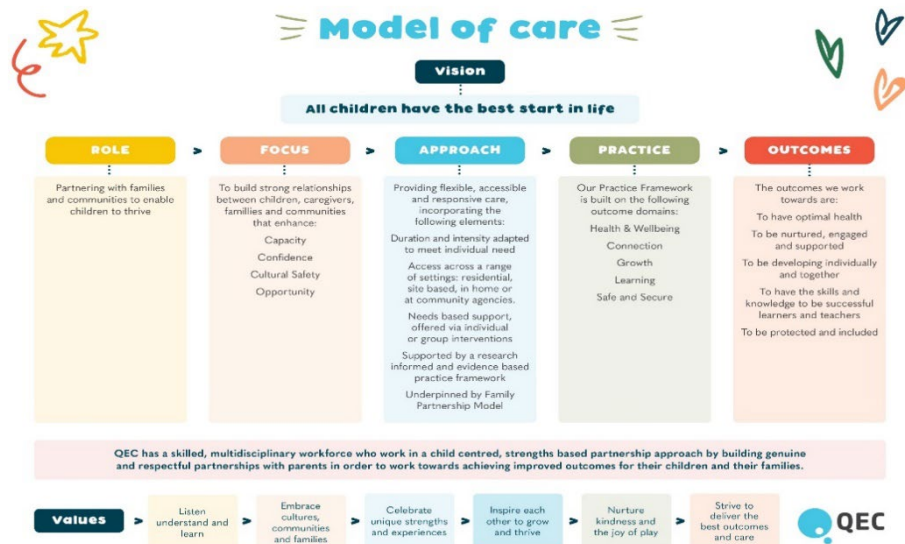
Working closely with the Manager, People, Culture and Safety aswell as Business Partners, this role ensures smooth HR operations while fostering a positive and inclusive workplace culture.

Position Details

Location	53 Thomas Street, Noble Park with occasional travel to other QEC sites
Hours	0.8 - 1 FTE
Agreement	Health and Allied Services, Managers and Administrative Workers (Victorin Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Classification	Grade 3
Reports to	Manager People, Culture and Safety
Internal Liaisons	People, Culture & Safety Team QEC Leadership Team Payroll, ICT and Learning Teams QEC Employees
External Liaisons	Other key stakeholders & service providers External employment candidates

3. QEC Programs

QEC provide a range of clinical and education programs for families across Victoria. Each program is informed by QEC's Model of Care.



QEC Clinical Programs include Early Parenting Centre programs and Community based programs.

Early Parenting Centre Programs include:

- Assessment and Intake
- Residential
- Day Stay
- Play Steps Group
- Parenting Assessment and Skill Development Service - Residential (PASDS)

Community Based Programs include:

- PASDS home based
- Individual Child and Family Support Programs
- Specialised Interventions – Stronger Families
- Family Preservation and Reunification Response (FPRR)
- ForWhen



4. Key Accountabilities

1. Recruitment, Selection & Onboarding

- Coordinate and support recruitment campaigns, selection processes, and onboarding activities.
- Manage job advertisements and liaise with managers, staff, and applicants on recruitment policies and procedures.
- Ensure accurate employee data entry into HR systems and liaise with ICT and Payroll and other teams for new employee setup.
- Support the QEC Corporate Induction Program and assist managers through probation reviews.

2. New Employee Induction

- Coordinate the orientation and induction process for new employees.
- Communicate induction schedules to relevant stakeholders and maintain accurate records.
- Collect onboarding feedback quarterly for reporting and continuous improvement.

3. Training & Development

- Maintain accurate and up-to-date training and abilities records.
- Coordinate training and development activities as required.
- Support the annual performance review process and workforce planning initiatives.

4. Employee Relations & Compliance

- Assist in maintaining HR policies, procedures, and compliance reporting.
- Support managers and employees in understanding workplace policies and best practices.
- Maintain workforce and employment metrics, ensuring all compliance areas are accurate and up to date.

5. Health, Safety & Wellbeing

- Assist in the maintenance of QEC's Health & Safety Program.
- Support the implementation of QEC's Health & Wellbeing Program, including communication materials and monthly initiatives.



- Assist in emergency preparedness, including updating and displaying relevant information.

6. HR Administration & Payroll Support

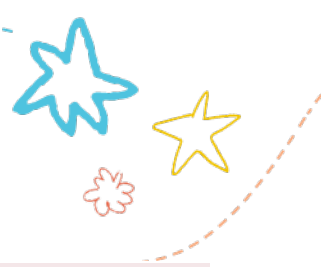
- Execute variations to employment contracts, maintain HR systems and records, and provide timely updates for payroll processing.
- Manage the People and Culture inbox, ensuring prompt responses to queries.
- Maintain accurate employee records, contracts, and compliance documentation

7. Organisational Development & Workforce Planning

- Support workforce planning initiatives to ensure adequate resourcing.
- Assist in defining clear accountabilities and optimising workflows.
- Provide data-informed insights to support faster decision-making.
- Participate in Committees as required.

5. Key Selection

Essential Criteria	
<ul style="list-style-type: none"> • Organisational Skills: Ability to manage multiple tasks efficiently. • Attention to detail: Ensuring accuracy in documentation and compliance • Teamwork and Collaboration: Partnering with both managers and employees • Confidentiality and Ethics: Handling sensitive information with discretion. • Excellent communication: Ability to adjust both written and verbal communications to suit audience 	<ul style="list-style-type: none"> • Current Working with Children Check • Consent to undertake National Police Record Check • Current Australian Work Rights • Evidence of up-to-date immunisation schedule • Current COVID-19 Vaccination • Current Victorian Driver's License
Desirable Criteria	
<ul style="list-style-type: none"> • Previous experience in a Human Resources Generalist role • A formal qualification in Human Resource Management or Business Studies 	
Personal Attributes Refer to VPSC Capability Framework	



- **Integrity** - Operates in a manner that is consistent with the organisation's code of conduct. Builds trust through consistent actions, values and communication. Treats all sensitive information with utmost confidentiality.
- **Relationship Building and Collaboration** - Establishes and maintains positive work relationships, promotes consensus through diplomatic handling of agreements, forges useful partnerships with people, builds trust through consistent actions, values and communication.
- **Organisational and Time Management Skills** - Reliable and punctual. Manages own work time effectively and prioritises work tasks, seeking advice when needed.
- **Empathy and Cultural Awareness** - Communicates well with, relates to and sees issues from the perspective of people from a diverse range of culture and backgrounds. Respect and value the traditional owners.
- **Customer Service** - Consistent polite, friendly, professional presentation. Treats others with dignity and respect at all times. Takes responsibility for own workload and promptly escalates any concerns or issues.
- **Conceptual and Analytical Ability** - Uses analytical and conceptual skills to reason through problems.

6. Other Information

- At QEC, we are committed to providing a safe and supportive environment for children and we adhere to the Child Safe Standards
- The Victorian Public Sector Code of Conduct and all QEC policies and procedures apply to our employment at QEC
- It is important to us that all people (employees, client families, visitors and all others) feel a sense of belonging, safety and acceptance at QEC. We welcome and embrace the valued diversity we all bring to our organisation, and do not tolerate any form of discrimination, violence, bullying or harassment at QEC.
- QEC are committed to the safety and wellbeing of client families and employees. We are a smoke free workplace and require health care worker immunisation - important to keeping us all healthy and safe.
- A pre-employment medical assessment may be required upon request
- QEC closes for the period over Christmas/New Year to provide our teams with a well-earned break. It is a requirement that all relevant employees take annual leave during this period

Employee Position Declaration

I have read and understand the requirements and expectations of this Position Description.



Position Description
People and Culture Officer



I understand that the information and statements in this Position Description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date:

Manager Signature: _____

Print Name _____

Date: