

Role Description

People & Culture Advisor



Cluster	
Agency	Health Care Complaints Commission
Division/Branch/Unit	People & Culture, Corporate Operations
Role number	
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	223111
PCAT Code	1224992
Date of Approval	01 September 2021
Agency Website	www.hccc.nsw.gov.au

Agency overview

The Health Care Complaints Commission (HCCC) acts to protect public health and safety by resolving, investigating and prosecuting complaints about health care. It is an independent statutory body set up under the Health Care Complaints Act 1993. It has a central role in maintaining the integrity of the NSW health system, with the overarching aim of protecting the health and safety of individuals and the community. The Commission deals with complaints about all types of health services and providers in NSW including:

- Health organisations such as public and private hospitals, medical centres, imaging and radiation service.
- All registered health practitioners, such as medical practitioners, nurses, dentists and pharmacists
- All non-registered health practitioners, such as naturopaths, massage therapists and alternative health care providers.

The Commission aims to provide a system of complaints handling which is customer-focused, accessible, responsive, transparent and accountable.

Primary purpose of the role

The P&C Advisor delivers a range of generalist P&C services to support the managers and staff and supports the P&C Manager to meet business objectives. This includes non-executive recruitment, learning and development, Work, Health and Safety (WHS) activities and other operational P&C issues.

Key accountabilities

- Deliver the end to end recruitment and onboarding processes efficiently, coaching hiring managers and panel members to ensure adherence to Government Sector Employment (GSE) compliance and the relevant HCCC policies.
- Interpret and provide timely and accurate advice to managers and employees on relevant legislation, awards, policies and procedures regarding employee and operational issues involving recruitment, terms and conditions of employment, entitlements, work health and safety, workers compensation and learning and development to ensure effective and consistent application of policies and practices
- Prepare accurate and timely written reports, briefing papers and correspondence, and regular and ad-hoc reports from the SAP system to respond to information requests and address/resolve people management issues
- Support the design, implementation and coordination of P&C related improvement projects, programs, processes and systems that contribute to a seamless client oriented end-to-end P&C service.
- Provide information to managers to enhance their understanding regarding the available and effective application of operational People & Culture services and solutions to support improved people management, use of resources, decision making and resolution of people issues
- Support employees and managers with any escalated matters with the outsourced provider, GovConnect, including identifying and reporting trends and areas of improvement.
- Identify opportunities to improve operational P&C delivery and assist to develop, review and update human resource policies, systems, processes and standard operating procedures to enhance service delivery to business units
- Manage the coordination, training, implementation and report of the Commission's annual Performance and Development Planning (PDP) process on the learning management system, myCareer.
- Support the P&C reporting requirements by providing regular and ad hoc reports as required and ensure data is maintained and current on the HRM system (SAP) and learning management system (myCareer).
- Collaborate with team members on projects and day to day priorities to ensure deadlines are met and results are achieved.

Key challenges

- Provide responsive, timely and customer focused service and advice across a wide range of concurrent P&C activities and issues within critical and tight timeframes in a high pressure, dynamic and changing environment, while ensuring that legislative, award and policy requirements are met
- Maintaining a high degree of accuracy and a reasonable delivery timeframe within a fast paced, high volume environment, and respecting confidentiality

Key relationships

Who	Why
Internal	
People & Culture Manager	<ul style="list-style-type: none"> • Receive instructions and work closely to deliver outcomes • Provide regular status reports and review progress of work priorities • Escalate issues and discuss possible actions and solutions for resolution for specific issues and employee matters

Who	Why
People & Culture team	<ul style="list-style-type: none"> Support team, work collaboratively to contribute to achieving the team's business outcomes Participate in meetings to represent work group perspective and share information. Participate in discussions and decisions regarding implementation of innovation and best practice
External	
Outsourced vendors and service providers	<ul style="list-style-type: none"> Liaise with service providers and suppliers for an efficient, timely and quality goods and services delivery. Attend and participate in meetings and workshops as required to improve performance of provider (e.g. GovConnect). Coordinate and monitor the supply of goods and services.
Other Public Service agencies	<ul style="list-style-type: none"> Liaise with other Public Service agencies to ensure that the functional strategies, plans and initiatives align with the broader NSW Public Service Commission agenda. Contribute and build relationships with other Public Service agencies.

Role dimensions

Decision making

The decision making required of the P&C Advisor relates to:

- Determining day to day work priorities in line with agreed program of work.
Exercise sound judgement about matters that need to be referred to the P&C Manager
- Taking ownership for work, being flexible and adaptable, and making suggestions for new policies or processes to improve business performance.

Reporting line

This role reports to the People & Culture Manager

Direct reports

N/A

Budget/Expenditure

N/A

Key knowledge and experience

- Tertiary qualifications in Human Resources or relevant discipline, or relevant equivalent experience providing operational P&C advice and support.
- Understanding of employment matters and ability to interpret awards and conditions for a range of employees and the ability to interpret and apply Public Sector legislation and policy guidelines.

Essential requirements

The HCCC has a unique and critical part to play in maintaining the integrity of the NSW health system. As such, it is an essential requirement that all prospective employees are able to carry out their duties in an honest and consistent way, with uncompromising adherence to strong moral and ethical principles and values.

Capabilities for the role


The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.





FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation 	Intermediate

		<ul style="list-style-type: none"> • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers 	
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Business Enablers	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
Occupation specific capability set			
 Human Resources	Workforce strategy	Contribute to defining business objectives, create evidence based workforce strategies to achieve outcomes and guide the organisation through the required change	Level 1
	Organisational design	Define the organisational structures and workforce plans required to support the business in delivering results	Level 1
	Talent Management	Develop approaches to proactively manage the supply of diverse leaders, talent and capabilities across the organisation	Level 2
	Organisational culture	Identify, assess and encourage workplace values and behaviours to foster an engaged, inclusive and high performing workforce	Level 1
	Workforce Relations	Develop and deliver effective workplace practices aligned with organisational objectives and regulatory and legislative requirements	Level 2
	Workforce insights	Establish and maintain workforce management systems, data and analysis to support evidence-based decision making	Level 1
	Employee services	Deliver customer focused services to optimise the employment life-cycle experience at an individual and organisational level	Level 2