

**Position Title:** Organisational Development Coordinator

**Campus:** Grampians Health

**Directorate:** People & Culture

**Department:** People & Culture

**Reporting to:** Director, Organisational Development

**Direct Reports:** NIL

### Appointment Terms/Conditions:

**Classification and Code:** Administrative Officer Grade 4 (HS4)

**Enterprise Agreement:** Victorian Public Health Sector (Health & Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at [www.grampianshealth.org.au](http://www.grampianshealth.org.au)

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

## **POSITION PURPOSE**

As part of the People, Safety and Engagement team, the Organisational Development team facilitates organisational change and renewal. It operates at all levels of the organisation, with a focus on system and the interface between the parts. The processes used in Organisational Development must facilitate building self-reliance and sustainability in systems, enabling staff and managers to work independently.

Key areas of focus for Organisational Development, and therefore areas this role will contribute to include:

- Organisational alignment activities
- Support
- Learning Strategy
- Transformational culture and leadership.

The Learning and Development Coordinator reports to Director, Organisational Development and provides essential coordination and project support across the full learning and development remit. The role is responsible for the coordination of learning activities including scheduling, logistics, communications, and administration, as well as maintaining accurate records and data. The position works closely with subject matter experts, external providers, and internal stakeholders to ensure programs are delivered on time, within scope, and to a high standard.

Key functions of the role include coordinating various learning and development programs, supporting effective execution of learning initiatives from scoping, assisting with the design of learning materials and e-learning content, and monitoring evaluation and feedback to support reporting and continuous improvement.

The role works collaboratively and exercises independent judgement in the assessment of organisational issues, prioritisation of work. The successful incumbent will receive mentoring and coaching on facilitation skill building over time within established organisational policy and frameworks.

## **KEY ACCOUNTABILITIES**

- Actively build skills in workshop and program facilitation by engaging in coaching, observation and guided practice moving toward confident and independent delivery of organisational development sessions.
- Coordinate the scheduling, logistics, and administration of learning programs, workshops, and events across Grampians Health, including venue booking, calendar management, participant communications, and attendance tracking.
- Undertake end-to-end project management of learning initiatives, including maintaining project plans, tracking milestones, coordinating stakeholder inputs, managing timelines, and escalating risks or issues to the Director, Organisational Development
- Apply instructional design principles to develop and maintain learning materials, participant guides, facilitator resources, job aids, and e-learning content that is engaging, accessible, and aligned to identified capability needs.
- Liaise with facilitators, subject matter experts, and external providers to confirm delivery arrangements, brief presenters, and ensure session logistics are in place prior to program delivery.
- Coordinate procurement and contract administration for external learning providers, including obtaining quotes, managing purchase orders, and monitoring service delivery against agreed standards.
- Support evaluation and continuous improvement of learning programs by collecting participant feedback, analysing completion and assessment data, and contributing to post-program reviews and reporting.

- Build and maintain effective working relationships with internal teams, external providers, and relevant government or industry bodies to support the planning and delivery of learning programs.
- Prepare program communications, status updates, post-program reports, and other correspondence to keep stakeholders informed and support the L&D team's operational effectiveness.
- Collaborate with the OD and broader P&C team to enable the delivery of activities that support the achievement of the OD Plan including:
  - Organisational Alignment
  - Learning Strategy and;
  - Transformational Culture and Leadership
- Manage programs such as the work experience and structured workplace learning programs for Grampians Health across all campuses including liaison with both internal and external key stakeholders
- Promote a culture of innovation, excellence and customer service.
- Contribute to knowledge transfer within the broader P&C Team.
- Monitor the effectiveness of service delivery and initiatives provided and effecting improvements where necessary.
- Compliance with all GH Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Grampians Health Services Infection Control Manuals.
- Participation in the GH integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague
- You must ensure that the affairs of Grampians Health Services, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health Services.
- At GH we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst GH employees.
- GH is committed to a patient/client centred approach in the provision of health care and services, consistent with the GH values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues.

## **KEY SELECTION CRITERIA**

### **Qualifications & Experience**

- Undergraduate or post graduate Degree in Business, Management, Psychology or related field or significant experience in learning and development. Health sector experience is preferred but not essential.
- Demonstrated willingness and capability to learn facilitation skills and independently deliver organisational development sessions.
- Demonstrated ability to analyse complex organisational issues, synthesise qualitative and quantitative data, and provide clear, practical advice to leaders.
- Previous experience liaising with external stakeholders such as Vendors, Consultants, Education Providers, Trade Unions and other stakeholders.

- Working knowledge of instructional design principles and experience developing or contributing to learning content including facilitator guides, participant workbooks, job aids, or e-learning modules.
- Strong project coordination skills with the ability to track deliverables, manage timelines, and support multiple stakeholders across concurrent workstreams.

### Technical/Professional Knowledge and Skills

- Ability to work in a fast-paced high workload environment with the ability to support a team and efficiently plan and prioritise workload with conflicting deadlines
- Articulate and confident communication including facilitation groups in-person or online.
- **Facilitating Change:** Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.
- **Organisational Development:** knowledge of organisational development strategies, methods, and an ability to further develop technical expertise whether by qualification or experience
- Demonstrated strong IT skills including the use of Microsoft Word, Excel and Powerpoint

### Personal Attributes

- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.
- **Innovation:** Generating innovative solutions in work situations; trying different and novel ways to deal with work problems and opportunities.

### Interpersonal Skills

- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

## ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer-centred approach in the provision of healthcare and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.

- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

## **OTHER RELEVANT INFORMATION**

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.