



HSS REGISTERED October 2021

Staff and Volunteer Culture and Engagement Coordinator

Health Salaried Officers Agreement: **G7**

Position Number: **SM115769**

Clinical Service Redesign / Nursing Administration
Rockingham Peel Group / South Metropolitan Health Service

Reporting Relationships

Director of Nursing and Midwifery
Award Level: SRN Level 10
Position Number: 007001



Project Manager - Clinical Service Redesign
Award Level: HSO G9
Position Number: 113024



This Position



Indirectly linking to this position:

Title

- Volunteers

Also reporting to this supervisor:
• Senior Project Officer,
HSO G8, 1 FTE

Key Responsibilities

Supports Rockingham Peel Group (RkPG) in ongoing clinical, culture and corporate reform and the embedding and enhancement of a patient focused, engaged and performance driven culture. Ensures ongoing effective staff and volunteer engagement.

Manages an unpaid workforce of volunteers, across RkPG. Develops and implements systems and processes to support training and development, compliance and monitoring, and operational policy in relation to the management of volunteers.



Excellent health care, every time

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

SMHS Values

The SMHS considers the values, attributes and attitudes of candidates along with the assessment of competency-based criteria of the position as part of employee recruitment and ongoing performance development.

SMHS is unified across its hospitals and services by its values and behaviours that provide a strong expectation of conduct for all SMHS staff no matter where they work.



Brief Summary of Duties (in order of importance)

1. Organisational Culture and Engagement

- 1.1 Supports the Organisation in the embedding and enhancement of a patient focused, engaged and performance driven culture with a high level of accountability.
- 1.2 Leads and directs the ongoing development and implementation of a strategy based on organisational culture in order to achieve the strategic priorities and hospital clinical and business key outcomes.
- 1.3 Works with Human Resources to develop recruitment and marketing programs that reflect the culture and values of RkPG.
- 1.4 Works with Education to ensure Orientation Programs include strategies to embed the RkPG culture and values.
- 1.5 Promotes the translation of organisational values to behaviours across RkPG and that these are identified in induction programs, professional development plans and performance management programs.
- 1.6 Maintains an expert awareness and sound current knowledge of industry research, trends, issues and developments in relation to organisational culture, engagement and development and leadership developments.
- 1.7 Provides strategic advice to the Project Manager, Clinical Service Redesign, regarding Organisational Culture and Engagement within RkPG and future innovation and change needs.
- 1.8 Ensures ongoing effective staff and volunteer engagement.

2. Volunteer Services

- 2.1 Liaises with key departments during service planning and development to ensure services respond to identified needs and can be delivered safely and appropriately.
- 2.2 Benchmarks with other volunteer services locally and nationally and with Volunteering WA, to ensure best practice volunteering standards and to ensure services/programs and strategies are contemporary and sustainable.
- 2.3 Oversees relevant policies, procedures and guidelines for volunteer management and volunteers' service provision that comply with relevant WA Health and public sector guidelines, regulatory frameworks and legislation.
- 2.4 Provides mentorship and guidance to volunteers to enable active participation in the governance, planning and delivery of health services.
- 2.5 Provides support and guidance to volunteers to assist with operational and quality activities.
- 2.6 Promotes a collaborative environment that fosters cultural safety and diversity.
- 2.7 Facilitates opportunities for representatives to develop professionally.
- 2.8 Develops and implements recognition program(s) that acknowledges the valuable contribution of volunteer services.

3. SMHS Governance, Safety and Quality Requirements

- 3.1 Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct, the SMHS Vision and SMHS Values of Care, Integrity, Respect, Excellence and Teamwork.
- 3.2 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision
- 3.3 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.

- 3.4 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards
 - 3.5 Completes mandatory training (including safety and quality training) as relevant to role.
 - 3.6 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures, and applicable legislative obligations under the Public Sector Management Act, the Health Services Act, Occupational Safety and Health Act, the Disability Services Act and the Equal Opportunity Act.
- 4. Undertakes other duties as directed.**

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the role and the SMHS Values.

Essential Selection Criteria

1. Highly developed communication (written and verbal), interpersonal and negotiation skills with the ability to deal effectively and professionally with people of all levels, ages and backgrounds.
2. Demonstrated experience in shaping and managing strategic objectives that includes the ability to focus strategically by aligning business and strategic priorities.
3. Demonstrated experience in managing, planning and coordinating volunteer services and engagement programs, activities, or similar.
4. Demonstrated understanding, skills and knowledge in the implementation of effective change management programs and reform strategies.
5. Demonstrated conceptual, analytical and decision-making skills, with the ability to make determinations on complex issues.
6. Demonstrated experience in developing and leading effective teams, working collaboratively and contributing to team processes and outcomes.
7. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Completion of, or progress towards, a relevant qualification in human services or related field
2. Sound project management skills.
3. Experience in a health care setting.

Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager / Supervisor Name	Signature	or	HE Number	Date
Kerri Martyn			He99680	
Dept. / Division Head Name	Signature	or	HE Number	Date

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant Name	Signature	or	HE Number	Date
Effective Date				

HSS Registration Details (to be completed by HSS)

Created on	October 2021	Last Updated on	October 2021
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