



**Swan Hill
District Health**
Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

People and Culture Manager

A full-time position is available for a **People and Culture Manager** to join our enthusiastic team of Health Professionals in the People and Culture team at Swan Hill District Health.

The Position

Join Swan Hill District Health as a **People & Culture Manager** and play a pivotal leadership role shaping a high-performing, values-driven workforce. Reporting to the Executive Director, you will lead a dedicated team to deliver contemporary HR services, drive workforce strategy, and foster a positive, inclusive employee experience aligned with a vision of *Connected Care – Best Experience*.

This is a dynamic opportunity to influence organisational culture, participate in strategic workforce planning, and oversee complex employee and industrial relations in a collaborative healthcare environment. You'll partner with leaders across the organisation, champion engagement and wellbeing initiatives, and utilise data-driven insights to support continuous improvement.

Ideal for an experienced HR leader, this role offers the chance to make meaningful impact, build capability, and contribute to exceptional community healthcare delivery.

You Bring

- **Completion** of a relevant tertiary qualification in Human Resources, Business, or a related discipline, or its equivalent that is relevant to the field of practice.
- **Proven leadership capability**, with experience building and developing high-performing teams in complex environments.
- **Strong expertise in employee and industrial relations**, including navigating complex case management and legislative frameworks.
- **A collaborative, values-driven approach**, with a commitment to fostering an inclusive, high-performing and people-centred culture.

Mandatory requirements

- Current National Police Check, or will to obtain.
- Working with Children's Check, or will to obtain.
- Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers).

About Swan Hill: Swan Hill is situated in North-West Victoria. Located on the beautiful banks of the Murray River with multiple tourist attractions and community events in the surrounding region.

About Swan Hill District Health: Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. At Swan Hill District Health (SHDH), our vision is to provide connected care, best experience for our community.

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Whilst encouraging and supporting work/life balance, SHDH also provides:

- ®A dynamic workplace
- ®Discounted Corporate gym memberships
- ®Salary Sacrifice/Packaging
- ®Professional Development opportunities
- ®Employee Assistance Program

Attract Connect Stay; our community are excited to see you and your family arrive. Let us help you connect; schools, partner employment, clubs, housing and the things that matter to you when building your new life.

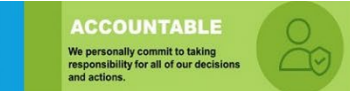
To apply for this position please email your Cover letter responding to the Key Selection Criteria and up-to-date CV, to employment@shdh.org.au.

You will find the position description on our website – [Vacant positions](#)

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability. If you require any reasonable adjustments to the recruitment process or the role, please let us know by contacting employment@shdh.org.au

Applications close: 9am, Monday 22 June 2026

Swan Hill District Health reserve the right to interview and appoint candidates prior to this date.



Position:	People and Culture Manager
Classification:	Managers & Administrative Worker - Grade 6
EBA/Award:	Health and Allied Services, Managers and Administrative Workers EBA 2021 2025
Department:	People and Culture
Location:	Swan Hill District Health Main Campus – 48 Splatt Street, SWAN HILL VIC 3585
Reports to:	Executive Director of People and Culture
Direct Reports:	8-10
Immunisation Risk Category:	Category C: Position within a non-clinical setting.

Position Summary:	<p>The People & Culture Manager is responsible for the effective leadership and delivery of contemporary human resources services across Swan Hill District Health (SHDH).</p> <p>This role provides strategic and operational leadership to the People & Culture function, ensuring the delivery of high-quality people services that support organisational performance, workforce capability, and a positive employee experience. The position plays a key role in driving workforce strategy, managing employee and industrial relations, and ensuring compliance with relevant legislation and enterprise agreements.</p> <p>As a senior leader within the organisation, the People & Culture Manager leads the P&C team to deliver responsive, client-focused services aligned with SHDH’s vision of <i>Connected Care – Best Experience</i>.</p>
Responsibilities:	<p>1. Leadership & Service Delivery</p> <ul style="list-style-type: none"> Lead and manage the day-to-day operations of the People & Culture function, including employee experience, workforce management, employee relations, people operations, and HR systems Foster a high-performing, customer-focused culture within the People & Culture team and across the organisation Provide leadership, coaching, and professional development to direct reports to build capability and ensure service excellence Provide oversight, guidance and quality assurance of HR Business Partner advice, ensuring consistency, compliance, and alignment with organisational policy and industrial frameworks <p>2. Strategic Workforce & Organisational Capability</p> <ul style="list-style-type: none"> Contribute to the development and implementation of workforce and people strategies aligned with organisational priorities

- Lead workforce planning initiatives to support recruitment, retention, and succession planning
- Support the design and delivery of leadership development and capability-building programs
- Drive organisational development initiatives that strengthen culture, engagement, and performance

3. Employee & Industrial Relations

- Provide expert leadership and advice on employee and industrial relations matters, including performance management, investigations, disciplinary processes, and grievance resolution
- Oversee the interpretation and application of Enterprise Agreements, Awards, and employment legislation
- Establish and oversee escalation pathways for complex, sensitive, or high-risk employee and industrial relations matters
- Manage relationships with unions and external stakeholders, including the Victorian Hospitals' Industrial Association (VHIA)
- Mitigate organisational risk through proactive management of employee relations matters
- Monitor and review employee relations case management to ensure procedural fairness, consistency, and risk mitigation across the organisation
- Oversee the organisation's complaints and workplace investigations framework, ensuring timely, fair, and consistent handling of matters in line with legislative and policy requirements

4. HR Operations & Systems

- Oversee end-to-end employee lifecycle processes, ensuring efficiency, compliance, and continuous improvement
- Ensure effective utilisation and optimisation of HR information systems (HRIS) and associated platforms to support service delivery and reporting
- Maintain oversight of workforce data integrity, reporting, and analytics to inform decision-making
- Ensure accurate and compliant management of employee records, including mandatory checks (e.g. Working with Children Checks, police checks)

5. Governance, Compliance & Risk

- Ensure compliance with relevant legislation, industrial instruments, and organisational policies
- Lead the development, review, and implementation of People & Culture policies and procedures
- Oversee HR audit activities and implement recommendations to strengthen governance and compliance
- Ensure robust processes are in place for the management of complaints, investigations, and workplace issues
- Provide regular reporting and escalation of workforce risks, employee relations trends, and compliance issues to the Executive Director People & Culture

	<p>6. Employee Experience, Engagement & Wellbeing</p> <ul style="list-style-type: none"> • Lead initiatives to enhance employee engagement, satisfaction, and organisational culture • Oversee the annual People Matter Survey, including analysis, action planning, and continuous improvement initiatives • Support the delivery of wellbeing and recognition programs across the organisation • Promote a diverse, inclusive, and respectful workplace environment <p>7. Stakeholder Engagement & Volunteering</p> <ul style="list-style-type: none"> • Build and maintain effective relationships with internal and external stakeholders • Support and oversee the volunteer program in partnership with the Volunteer Coordinator, ensuring volunteers are appropriately supported, trained, and recognised • Promote the value of volunteering within SHDH and the broader community <p>8. Reporting & Continuous Improvement</p> <ul style="list-style-type: none"> • Ensure timely and accurate reporting of People & Culture metrics and insights • Utilise data to inform workforce decisions and organisational improvements • Drive a culture of continuous improvement within People & Culture systems, processes, and service delivery • Undertake projects and initiatives aligned with strategic priorities
<p>Key Selection Criteria</p>	<ol style="list-style-type: none"> 1. Tertiary qualification in Human Resources, Business, or a related discipline (postgraduate qualifications desirable) 2. Demonstrated experience in a senior HR leadership role within a complex and/or unionised environment 3. Proven expertise in employee and industrial relations, including complex case management and negotiations 4. Strong leadership capability with experience managing and developing high-performing teams 5. Demonstrated experience in workforce planning, organisational development, and culture initiatives 6. Advanced knowledge of employment legislation, Enterprise Agreements, and contemporary HR practices 7. Excellent communication, negotiation, and stakeholder management skills 8. Strong analytical, problem-solving, and organisational skills with the ability to manage competing priorities <p>Mandatory Requirements</p> <ul style="list-style-type: none"> • Current National Police Record Check • Current “Working with Children Permit” • Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses.

First Nations:	Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.
Continuous Quality Improvement:	<ul style="list-style-type: none"> • Each staff member is expected to demonstrate a commitment to best practice. • All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care. • All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. • It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols.
Person Centred Care:	<p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>Recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centred.</p>
Child Safety:	<p>All children have the right to feel and be safe. Keeping children safe is everyone’s responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
Our Purpose:	<p>Connected Care / Best Experience</p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
Privacy and Confidentiality:	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH’s Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>

Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	<p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> • Take reasonable care for their safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system. • Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position. • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all SHDH O.H.& S. online Policies and Procedures.
Asset Management:	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
Review:	Completion of My Work Plan on a yearly basis.

Job Demands List

Swan Hill District Health endeavours to provide a safe working environment for all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.

Frequency Functions

I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time
C	= Constant	Activity that exists for the majority of each shift and may involve repetitive movements for prolonged periods
N/A	= Not Applicable	Activity not performed

Aspects of Normal Workplace

Frequency

Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks		x			

Walking	Periods of walking required to perform tasks			x		
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks					x
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying	x				
	Assisted lifting (mechanical, equipment, person assist)	x				
Working at heights	Ascending and descending ladders, stools, scaffolding					x
Pushing/Pulling	Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/Arm movement	Repetitive movement of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands			x		
Driving	Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus. Etc.					x
Psychosocial Demands						
Interaction with People	Tasks involving interacting with distressed and emotional people			x		
	Tasks involve interacting with people with mental illness, mental health issues or a disability.			x		
	Tasks involve witnessing or learning about disturbing or distressing personal circumstances and domestic violence.			x		
	Tasks require communicating with others (children or adults) to exchange information.				x	

	Tasks require giving direction and feedback on work undertaken by others.				X	
	Tasks require receiving direction and feedback on work undertaken to meet required work standards.				X	
Reasoning	Tasks require interpreting process documents, following plans and quality standards documentation.				X	
Responsibilities	Tasks involve being responsible for a group of children or vulnerable adults.				X	
Working requirements	Tasks require work to be conducted out of hours (such as overnight).					X
	Tasks are undertaken in a busy, demanding and dynamic work unit.				X	
	Tasks for the position require individual resilience and adaption to workplace change.				X	

Environmental Demands

Gases	Working with explosive or flammable gases requiring precautionary measures					X
Liquids/Chemicals	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					X
Noise	Environmental/background noise necessitates people raising their voice to be heard					X
Biological hazards	E.g. exposure to body fluids, bacteria, infectious diseases requiring PPE	X				
Cytotoxic hazards	Handling and/or preparation of cytotoxic materials					X
Radiation	Working with radiologic equipment					X

Previous Revision dates:

May 2026.

Approval

Managers Name:

Managers Signature:

Employees Name:

Employees Signature: