



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



Inclusive

Compassionate

Progressive

Accountable

Employee Experience Officer

Annual Full-Time Salary \$77,426 - \$85,597 (to be paid pro-rata at 0.6 FTE)

A part-time position is available for an Employee Experience Officer to join our enthusiastic team of Health Professionals in the People and Culture department at Swan Hill District Health.

The Position

Want to create a workplace where people love coming to work? We're looking for an energetic, people-focused Employee Experience Officer to help attract, connect, engage and retain amazing talent across our organisation.

You'll coordinate programs, events and initiatives that strengthen culture, wellbeing, recognition, onboarding and workforce attraction. From building community partnerships to turning employee feedback into real improvements, you'll help shape the employee experience from day one and beyond.

We're looking for someone who thrives on collaboration, brings great ideas to life, and loves creating meaningful experiences for others. Experience in HR, engagement, community development, project coordination or a related field is highly regarded.

Ready to make work better for everyone while enjoying the lifestyle of regional Victoria? We'd love to hear from you!

Apply now and help create the best employee experience possible at Swan Hill District Health.

You Bring

- Relevant tertiary qualification in Human Resources, Business, Communications, Community Development, Health Services Management or a related discipline.
- A passion for creating exceptional employee experiences and helping people feel welcomed, connected and supported at work.
- Experience coordinating projects, programs, events or engagement initiatives and delivering outcomes in a fast-paced environment.
- The ability to analyse feedback and workforce insights to identify opportunities that strengthen culture, engagement and retention.
- Strong relationship-building and communication skills, with the ability to connect with a diverse range of employees, leaders and community stakeholders.

Mandatory requirements (remove or add as per position description)

- Current National Police Check, or will to obtain.
- Working with Children's Check, or will to obtain.
- NDIS worker screening 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: 4:00pm Monday, October 5 2026

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



INCLUSIVE

We provide an experience that welcomes and values everyone

COMPASSIONATE

We respond to our people with understanding, empathy and kindness.



PROGRESSIVE

We continue to strive for the best experience outcomes.

ACCOUNTABLE

We personally commit to taking responsibility for all of our decisions and actions.



Position:	Employee Experience Officer
Classification:	Manager and Admin Worker Grade 3
EBA/Award:	Health and Allied Services, Managers and Administrative Workers EBA 2025 - 2027
Department:	People and Culture
Location	Swan Hill District Health Main Campus – 48 Splatt Street, SWAN HILL VIC 3585
Reports to:	People and Culture Manager
Direct Reports:	Nil
Immunisation Risk Category:	Category C: Position within a non-clinical setting.
Position Summary:	Putting employee experience at the heart of every action and decision, the Employee Experience Officer will deliver initiatives to strengthen attraction, connection, engagement, culture and retention across the organisation. This role helps create an environment where employees feel welcomed, supported, recognised and inspired to do their best work. Passionate about collaboration, innovation and continuous improvement, the Employee Experience Officer coordinates programs, builds partnerships and leverages workforce insights to enhance organisational culture and deliver a positive employee experience through the life cycle.
Responsibilities:	Talent Attraction - Coordinate initiatives promoting the organisation as an employer of choice, to enhance the attraction of high-quality candidates. - Develop and maintain partnerships with education providers, industry networks and community stakeholders to strengthen workforce pipelines. - Support workforce attraction activities through targeted marketing, events and candidate engagement strategies showcasing opportunities within the organisation and the region. Connection and Belonging - In collaboration with Talent Acquisition, assist in facilitating pre-employment integration and onboarding initiatives to create a positive and supportive experience for new employees. - Build and advertise opportunities for workplace and community connections to foster belonging and support a successful transition into the organisation. - Act as an 'Employee Information Centre' where employees can access the information, networks and resources required to thrive in the SHDH and Swan Hill communities.

	Engagement • Coordinate programs and initiatives enhancing employee engagement, recognition and wellbeing across the organisation. • Promote employee participation in feedback, development and engagement activities to strengthen workforce connection and commitment. • Support leaders and teams to identify opportunities aimed at improving the day-to-day employee experience and fostering positive workplace relationships. Culture • Support the delivery of cultural activations underpinned by the SHDH organisational values, expected behaviours and attributes indicative of a positive workplace environment. • Contribute to the evaluation of cultural activations using employee feedback, workforce insights and emerging best practice to continuously improve delivery of value to employees. Retention • Coordinate initiatives to enhance employee satisfaction, career development and workforce stability. • Monitor workforce trends and employee feedback from exit surveys, etc. to identify risks and opportunities most likely to influence retention and positive employee experience outcomes. • Prepare meaningful insights and recommendations to support evidence-based decisions aimed at strengthening workforce retention and sustainability. Administration • Assist with all aspects of creating, updating and maintaining the employee file. • Assist with the onboarding process of employees where required.
Key Selection Criteria	Essential Knowledge and Skills: 1. Demonstrated experience in human resources, employee engagement, community development, project coordination or a related field. 2. Highly developed interpersonal and communication skills with the ability to build productive relationships with a diverse range of stakeholders. 3. Demonstrated ability to coordinate programs, projects and events and achieve outcomes within agreed timeframes. 4. Experience supporting workforce attraction, onboarding, engagement or retention initiatives. 5. Ability to analyse information and prepare reports, recommendations and workforce-related documentation. 6. Strong organisational skills and ability to manage competing priorities. 7. Demonstrated commitment to customer service and positive employee experiences. 8. High level computer literacy including Microsoft Office applications and workforce management systems. 9. Current Victorian Driver Licence. Mandatory Requirements: • Current National Police Check - A current and satisfactory National Police Record Check must be presented to the Division of People and

	Culture by all new staff prior to commencement at Swan Hill District Health. • Current Working with Children Check • Immunisation Requirements - As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with SHDH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result. • Drivers Licence - A current Victorian driver's licence is required for this position Desirable but not essential: • Relevant tertiary qualification in Human Resources, Business, Communications, Community Development, Health Services Management or a related discipline. • Experience within the public health sector. • Understanding of rural health workforce challenges and workforce sustainability strategies. • Knowledge of the Attract Connect Stay model or similar workforce attraction and retention frameworks.
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:	• 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:	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. 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.
Child Safety:	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. SHDH have zero tolerance to child abuse. Each employee has a responsibility to adhere to this requirement. Any

	breach of this standard will result in disciplinary action.
Our Purpose:	Connected Care / Best Experience 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.
Privacy and Confidentiality:	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. 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.
Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	RESPONSIBILITIES: It is the responsibility of every staff member to: • 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 10-15kgs		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			
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	
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:		N/A				
Current:		September 2026				
Approval						
Managers Name:						
Managers Signature:						
Employees Name:						
Employees Signature:						



The Application for Employment form is required to be submitted with the following documents:

- ☐ Covering letter in support of application
- ☐ Response to Key Selection Criteria
- ☐ Applicants Curriculum Vitae

Position Applying for

General Information

Name

Address

Contact

Home phone

Mobile

Email

Are you of Aboriginal/Torres Strait Islander Origin? ☐ No ☐ Aboriginal ☐ Torres Strait Islander
(This question is voluntary)

Do you wish to be identified under this category? ☐ Yes ☐ No

Are you an Australian Citizen or Permanent Resident: ☐ Yes ☐ No Date of Grant/...../.....

If no, what is your current Visa Status – Visa type Expiry date/...../.....

Place/Country of issue: Issue Number:

Do you require sponsorship? ☐ Yes ☐ No

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is subject to:

- 6 months' probationary period (with a review at 3 months.)
- Requirement to work any shift
- Requirement to work in any department as required

Hours of Work – (Availability)

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? ☐ Yes ☐ No

If **Yes**, please provide details:

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**/...../.....

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:

Email address: employment@shdh.org.au

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585