Advancing health for everyone, every day.

Join The Royal Melbourne Hospital’s NorthWestern Mental Health Service

Position Description
Talent Acquisition and Recruitment Officer
About The Royal Melbourne Hospital

As one of Victoria’s largest public health services, the Royal Melbourne Hospital (RMH) provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, oncology, cardiology and virtual health.

We are surrounded by a Parkville Precinct of brilliant thinkers, and we are constantly collaborating to set new benchmarks in health excellence - benchmarks that impact across the globe. While the work we do takes us in inspiring new directions; caring for each other, our patients and consumers is as essential to who we are, as any scientific breakthrough we make.

Our people of more than 10,000 strong, embody who we are and what we stand for. We're here for when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing and for delivering excellence together, always.

Our Vision

Advancing health for everyone, every day.

The Melbourne Way

At The RMH we’re inspired by our vision of Advancing health for everyone, every day. While we’re each going about our different roles, we’re united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First

People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness

Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

Our Priorities

The RMH Strategic Plan: Towards 2025 Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together.

This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability
Position Description

Position Title: Talent Acquisition and Recruitment Officer
Service: Orygen Youth Health
Location: Parkville
Reports To: Orygen Specialist Program Manager
Enterprise Agreement: Victorian Public Mental Health Services Enterprise Agreement 2016–2020
Classification: YC90
Immunisation Risk Category: Category C
Date of Review: August 2021

Position Purpose

- The Talent Acquisition and Recruitment Officer reports to the Orygen Specialist Program Manager and plays a key role in providing administrative support and coordinating end to end recruitment activities for the Orygen specialist program. This role will be required to work closely with the Program Managers, the Royal Melbourne Hospital People and Culture Recruitment team and administrative staff within Melbourne health and Orygen.
- The Talent Acquisition and Recruitment Officer provides administrative support for advertising, recruitment requests and selection processes. The position is responsible for ensuring recruitment processes occur in a timely and effective manner. This role manages transactional administrative functions across the recruitment lifecycle.
- Attract, engage, identify and allocate talent for recruitment opportunities.
- The Talent Acquisition and Recruitment Officer is the first point of contact for potential candidates making enquiries about recruitment opportunities. This role is the first point of contact for hiring managers raising recruitment requests.
- The role requires a process driven individual who can manage a range of administrative functions, provide excellent customer service and manage quick action responsibilities. This role requires strong processing ability and excellent IT skills.
- We are currently experiencing a high level of recruitment in existing and new programs. This role has been created to support the recruitment within the Orygen Specialist Program.
- This role supports the recruitment activities associated with the outcomes of the Royal Commission into the Victorian Mental Health System and the implementation of these reforms.

Department Description

Orygen Specialist Program is a program of The Royal Melbourne Hospital's NorthWestern Mental Health Service and provides specialist mental health services for young people aged 15 to 24 focusing on providing early intervention to young people with severe and complex mental illness. Orygen Specialist Programs work alongside Orygen, the National Centre of Excellence in Youth Mental Health which operates four primary mental health care headspace services in the catchment area. Multidisciplinary teams deliver individually tailored services that comprise assessment and crisis intervention, case management, medication, psychotherapy, family support, inpatient care, group work, vocational support, educational assistance, and intensive outreach. Specialist clinical streams offer targeted interventions for psychotic disorders (including young people at ‘ultra-high risk’ of psychosis), mood disorders, and personality disorders; and also manage the co-morbid substance use disorders, eating disorders, and neurodevelopment disorders. Additional information is available at www.oyh.org.au.
Key Accountabilities – Position Specific

- Provide a customer-focused service to candidates and managers, responding promptly to queries and telephone appropriately.
- Provide administrative support for the delivery of recruitment activities.
- Update and coordinate Position Descriptions, Advertisements and templates.
- Conduct and coordinate reporting around recruitment activities. Providing recruitment metrics for reporting purposes.
- Coordinate updates on internal communication tools.
- Liaise with the RMH People and Culture Team for offer management and on-boarding.
- Navigating various portals and websites.
- Maintenance of current online recruitment systems, including troubleshooting, updates & changes.
- Follow up hiring managers and candidates to complete requirements as necessary.
- Other administrative duties to support the Orygen Specialist Program Manager and Recruitment team as required.
- Provide advice, support and leadership for recruitment activities.
- Maintain strong working relationships and engagement with internal stakeholders to plan and coordinate requirements and timeframes for talent sourcing and selection activities.
- Managing the full end to end recruitment cycle providing extensive support to hiring managers to ensure process to fill roles is undertaken within agreed times.
- Providing effective solutions to complex recruitment requirements and working through escalation and enhancement methods to ensure roles are filled.
- Working with the relevant teams to oversee contract management and new starter documentation for new starters.
- Proactively working to develop and maintain talent pools and pipelines for critical roles, reducing fill-time and increasing quality of hire.
- Escalating critical issues and delays in recruitment.
- Providing ad-hoc administrative results within the scope of the role.
- Development, implementation and evaluation of services.
- Pursue quality assurance activities and projects.
- Establish and maintain effective interfaces with OYH programs and provide consultation as appropriate.
- Establish and maintain effective interfaces and partnerships with key agencies through collaborative projects.
- Comply, promote and provide advice in accordance with RMH HR policies and procedures.
- Contribute to a culture of caring, teamwork, continuous improvement, constructive performance review, quality work standards and service.
- The incumbent may be required to perform other duties as directed.

Key Relationships

**Internal**
- Orygen Program Managers
- NorthWestern Mental Health
- People and Culture

**External**
- Agencies
- Candidates
Selection Criteria

Formal Qualification(s) & Required Registration(s):

• Human Resources or Administration, or studying towards attainment.

Essential:

• A minimum of 3 years’ experience in end to end recruitment or administrative support and expert knowledge, skills and experience of recruitment principals and processes.
• Strong communication skills - written and verbally.
• Demonstrated ability to build relationships with key stakeholders.
• A positive solution focused approach to resolving issues.
• Ability to prioritise workload and deliver to timeframes.
• Ability to work in a complex environment with a large volume of tasks.
• Ability to perform repetitive tasks to a high standard.
• Strong administration skills and a high attention to detail.
• Knowledge of HR and recruitment principles and processes.
• Highly organised with strong administration skills
• Self-sufficient and able to work successfully independently and as part of a diverse team.
• Intermediate MS Office skills – word, excel, PowerPoint.
• Knowledge, skills and experience in best practice HR.
• Demonstrated experience in innovative and creative thinking to attract suitable candidates.
• Ability to work collaboratively and effectively with others.
• Capacity to develop effective working relationships, collaborations and partnerships with a range of services.
• Demonstrated interpersonal and communication skills (written and verbal) in problem solving and negotiation.
• A commitment to ongoing professional development.
• Ability to participate in policy and service development or projects within the program.
• Ability to document care as required and comply with expectations for data collection e.g. contacts.
• Willingness to work from a community-based site and across multiple sites if required.
• A current Victorian driver’s licence.
• A Working with Children check.
• A Police Check prior to commencement of employment.

Desirable:

• Experience providing recruitment or administration support in a healthcare environment.

Health, Safety and Wellbeing

The RMH aims to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors to the RMH.

RMH employees have a responsibility to:

• Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives;
• Take reasonable care for their own safety and wellbeing and that of anyone else that could be affected by their actions;
• Speak up for the safety and wellbeing of patients, consumers, colleagues and visitors and escalate any concerns that have or could impact safety;
• Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with the RMH in any action it considers necessary to maintain a safe working environment which is safe and without risk.

RMH Employees in supervisory/management roles have, in addition to the above, responsibility to:
• Ensure all health, safety and wellbeing procedures are in place and maintained in their work areas;
• Ensure risk management activities are undertaken and effective risk controls are in place;
• Make sure that training needs for all employees are identified and undertaken as required;
• Ensure incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.

The RMH Key Performance Indicators

RMH employees are measured through successful:
• Demonstration of RMH values and behaviours, being a role model for living the values;
• Completion of mandatory training activities including training related to the National Standards;
• Participation in the RMH and Division/Service specific business planning process (if required);
• Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
• Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
• Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
• Ability to operate within allocated budget (if required).

Clinical Governance Framework

RMH employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:
• Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;
• Acting in accordance with all safety, quality and improvement policies and procedures;
• Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;
• Working in partnership with consumers and patients and where applicable their carers and families;
• Complying with all relevant standards and legislative requirements;
• Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.

Equal Opportunity Employer

The RMH is an equal opportunity employer. We are proud to be a workplace that champions diversity; we are committed to creating an inclusive environment for all people. Our goal is for our people to feel safe, included and supported so that they can be at their best every single day.
Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please PRINT IN CAPITALS)

Date (day/month/year)