

**Information Package:  
Position: Payglobal Support Officer**

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## **Pay Global Support Officer Part-Time Min 8hrs per week**

- **Onsite accomodations (upon availability)**
- **Prime regional living – a stone’s throw from Victoria’s idyllic coastline**
- **Progressive rural health setting with a strong focus on your development**
- **Supportive CEO and Board**
- **Flexible and Remote working options may be available for the right candidate**

Heywood Rural Health is seeking an Pay global support officer to complement our payroll team. The pay global support officer be provide support and leave cover to the HRH Payroll team. Flexible working and remote working options may be available for the right candidate.

### **Minimum Requirements**

- Comprehensive Knowledge and Experience using Pay Global
- Experience in working across multiple Awards and relevant legislation

**Heywood Rural Health welcomes all suitably qualified people from diverse backgrounds inclusive of Culture, Race, Genders, Sexuality, LGBTIQ+ and abilities to apply**

**Applications Close: Sunday 19<sup>th</sup> June 2022**

Enquiries are welcomed by contacting Samantha Cottingham on [Samantha.cottingham@heywoodruralhealth.vic.gov.au](mailto:Samantha.cottingham@heywoodruralhealth.vic.gov.au)

Send your application letter, addressing the selection criteria, along with your current resume to:

People and Culture Department  
Heywood Rural Health  
[hr@heywoodruralhealth.vic.gov.au](mailto:hr@heywoodruralhealth.vic.gov.au)  
PO Box 159, Heywood, VIC 3304

***“Committed to the health and wellbeing of our community”***

Thank you for your interest in applying for the Pay Global Support Officer at Heywood Rural Health

This information pack has been provided to give you the information you need about the position and the application process

This package includes information about:

- [Heywood Rural Health](#)
- [The application process](#).
- [The selection process](#)
- [Offer of Employment](#)
- [Employee Benefits](#)
- [Heywood](#)
- [Position Description](#)

Please be advised the preferred applicant for this will be required to undergo/provide a current police check prior to any offers of employment being made. Successful Applicants will be required to provide evidence of mandatory vaccinations (Influenza and all three Covid-19) prior to offers of employment being made.

Enquiries are welcomed by contacting Samantha Cottingham on [Samantha.cottingham@heywoodruralhealth.vic.gov.au](mailto:Samantha.cottingham@heywoodruralhealth.vic.gov.au)

Please note that applications for this role close at Sunday 19<sup>th</sup> June 2022. Applications received after this time will not be considered.

We look forward to receiving your application.

Regards

People and Culture Department

## ABOUT US

Heywood Rural Health strives to provide care and services to the community that are personal, safe, effective and connected. In doing this, we hope the consumer experience is a positive one and that the community continues to have confidence in Heywood Rural Health as a provider of quality and safe healthcare services. We provide a wide range of care and services under the following programs:

- Primary/Community Health, including a Medical Clinic;
- Acute/Urgent Care, and
- Residential Aged Care.

We are person-centred in our approach and offer a holistic, individual service which is caring, inclusive and supportive to all.

### **Our Vision**

Heywood Rural Health is committed to the health and wellbeing of our community.

### **Our Values**

#### Respect

- We make mutual respect the basis of all interactions.
- We respect diversity and respect the dignity of each person.
- We embrace the differences in people and perceptions.

#### Responsiveness

- We take actions and opportunities to create results.
- We provide services that are person-centred and focused on outcomes.
- We keep our commitments and promises.

#### Care

- We care about the people and the community within which we work and live.
- We care about our colleagues and ourselves.
- We support people to develop and build on their strengths.

#### Integrity

- We uphold our professional ethic at all times.
- We are honest and fulfil our commitments.
- We are accountable for our actions.

## THE APPLICATION PROCESS

Heywood Rural Health is proud to be an Equal Opportunity Employer. Our recruitment processes are conducted in a fair and equitable manner to ensure that all decisions are merit-based and comply with equal opportunity and workplace-related legislation.

We aim to ensure all recruitment processes result in the best people joining the Heywood Rural Health team, so that we continue to deliver high quality services to our communities.

### Preparing your application

Your application is your introduction to those who will form the selection panel, and the information you provide will be the basis on which the panel will assess your suitability for the position.

To ensure the panel can accurately assess your suitability when shortlisting applicants, it is important to include the following:

#### Cover Letter

Cover letters are a great way to introduce yourself and show how you will be a good fit for both the advertised position and for Heywood Rural Health. You can do this by keeping your letter relevant to the position and focus on the requirements for the role.

#### Statement Addressing the Key Selection Criteria

The Key Selection Criteria for each position details the knowledge, skills, experience and qualities that have been deemed essential for applicants to possess to be successful in the position. All applications received are assessed against the Key Selection Criteria when shortlisting is conducted, so it is essential you address the criteria in your application. This can also be addressed in your cover letter.

#### Current Resume

A current resume detailing your employment history, educational history and qualifications, skills and experience must be provided. Please ensure your resume includes your up-to-date contact details, including a telephone number, so you may be contacted if required.

#### Current Referees

The names, position titles and contact telephone numbers of at least three professional (work-related) referees must be provided. These should include a direct supervisor and/or a current employer.

Heywood Rural Health is pleased to accept all applications for positions and does not favour hand written applications over typed applications or vice versa. However, all applications should be neat and legible for ease of reading. *Please staple together all information; do not enclose your application in a folder.*

#### Submitting your application

All applications are treated with the strictest confidentiality and are to be addressed as follows:

##### Confidential

**Erin Wilson  
People & Culture Facilitator  
Heywood Rural Health  
PO Box 159  
Heywood Vic 3304**

Alternatively, applications may be submitted via email to the people and culture department:

[hr@heywoodruralhealth.vic.gov.au](mailto:hr@heywoodruralhealth.vic.gov.au)

Applications for positions must be received by the nominated closing date and time. Applications received after this time will not be considered.

All applicants will be contacted by the People & Culture department to confirm receipt of their application.

This notification will be via email, or via post or phone when no email address is received for the applicant. If you do not receive confirmation that your application has been received, please check your "Junk" email folder prior to contacting Heywood rural health

## **THE SELECTION PROCESS**

Heywood Rural Health has a robust selection process to ensure all decision are based on merit, and are not influenced by personal bias or conflicts of interest.

### **Shortlisting and Notifications**

Candidates are assessed against the Key Selection Criteria for the position and against the other applications received. Considerations include the applicant's fit with our culture, the team, and the duties to be performed.

Although timeframes may vary, shortlisting is usually completed within two-weeks of the closing date. You will either receive a phone call inviting you to an interview for the position, or written notification that you have been unsuccessful within four-weeks of the closing date.

### **Interviews**

All shortlisted applicants will receive a phone call to be offered an interview and will receive written confirmation of the interview time, date and location once agreed.

Where practical, all interviews will be conducted face-to-face with a selection panel of two or three individuals. Candidates will be asked a selection of pre-determined interview questions and may also be required to complete a practical test, element or presentation relating to the position or the Key Selection Criteria for the role.

Applicants selected for interview who have any special requirements or require assistance for the interview process are asked to inform the People & Culture department to ensure necessary arrangements are in place.

### **Pre Employment Checks**

Following interviews being conducted, the panel will decide upon a recommended applicant who will be invited to undertake all relevant pre-employment checks for this position.

The checks required will vary dependent on the role to be offered, but may include:

- At least two referee checks, one of which must be from your line Manager;
- A Police check;
- Vaccination Evidence:
  - Current year Influenza Vaccination
  - All three Mandatory Covid Vaccinations

Confirmation the employee holds all relevant qualifications and licences where required for the position including:

- Driver's Licence
- Formal qualification/s

Once a person has been determined to be the preferred applicant, all documentation needed to complete the required checks will be forwarded to the successful candidate for completion; the documentation is to be returned to [hr@heywoodruralhealth.vic.gov.au](mailto:hr@heywoodruralhealth.vic.gov.au)

## **OFFER OF EMPLOYMENT/UNSUCCESSFUL CANDIDATES**

An offer of employment will be formally made once a preferred applicant has returned and satisfactorily passed all required pre-employment checks.

Once verbally accepted, a formal letter of offer pack comprising the letter of offer, position description and relevant HR forms (contact details, tax file number, etc.) will be forwarded to the applicant via email.

All interviewed applicants unsuccessful in obtaining the position will be notified of the outcome of the position via phone call or written notification

## **EMPLOYEE BENEFITS**

### **Salary Packaging**

Salary packaging is an Australian Tax Office approved way of using concessions available to your employer to reduce the amount of tax you pay.

As an employee of a public hospital or ambulance service, you are entitled to a fringe benefits tax (FBT) exemption which allows you to salary package up to a capped limit of \$9,009 on everyday living expenses (such as mortgage, rent, credit card repayments) and an additional \$2,650 towards meal entertainment each year.

There are other items you may be eligible to salary package over and above your capped limits such as novated leasing, remote area housing and relocation expenses.

### **Employee Assistance Program - EAP**

Heywood Rural Health provides an employee assistance program to its employees. An employee assistance program is a voluntary and confidential counselling service provided for employees. Staff counselling is available for both work related and personal issues.

### **Workplace Coach**

Workplace Coach Role at Heywood Rural Health

We have a workplace coach available to work alongside staff, as well as to chat 1:1 with staff. The key focus is the annual People Matters Survey- and developing work plans related to staff feedback

The workplace coach is a trained general and family violence 'Contact Officer' A contact officer provides support and resources to all of workforce in areas related to Bullying Harassment and Discrimination and Family Violence ... Confidentiality and Privacy assured.

The workplace coach also:

- Works with staff to help achieve career goals, be that education and training goals or personal wellness at work goals
- Can provide resources to assist you to be well and happy at work! Our monthly wellness theme incorporates # Valued Staff activities and workplace wellness
- Provides 'workplace culture' education sessions, which include a focus on Occupational Violence and aggression and values led culture topics.
- Can help assist staff who are returning to work following a period of time, with return to work wellness planning.

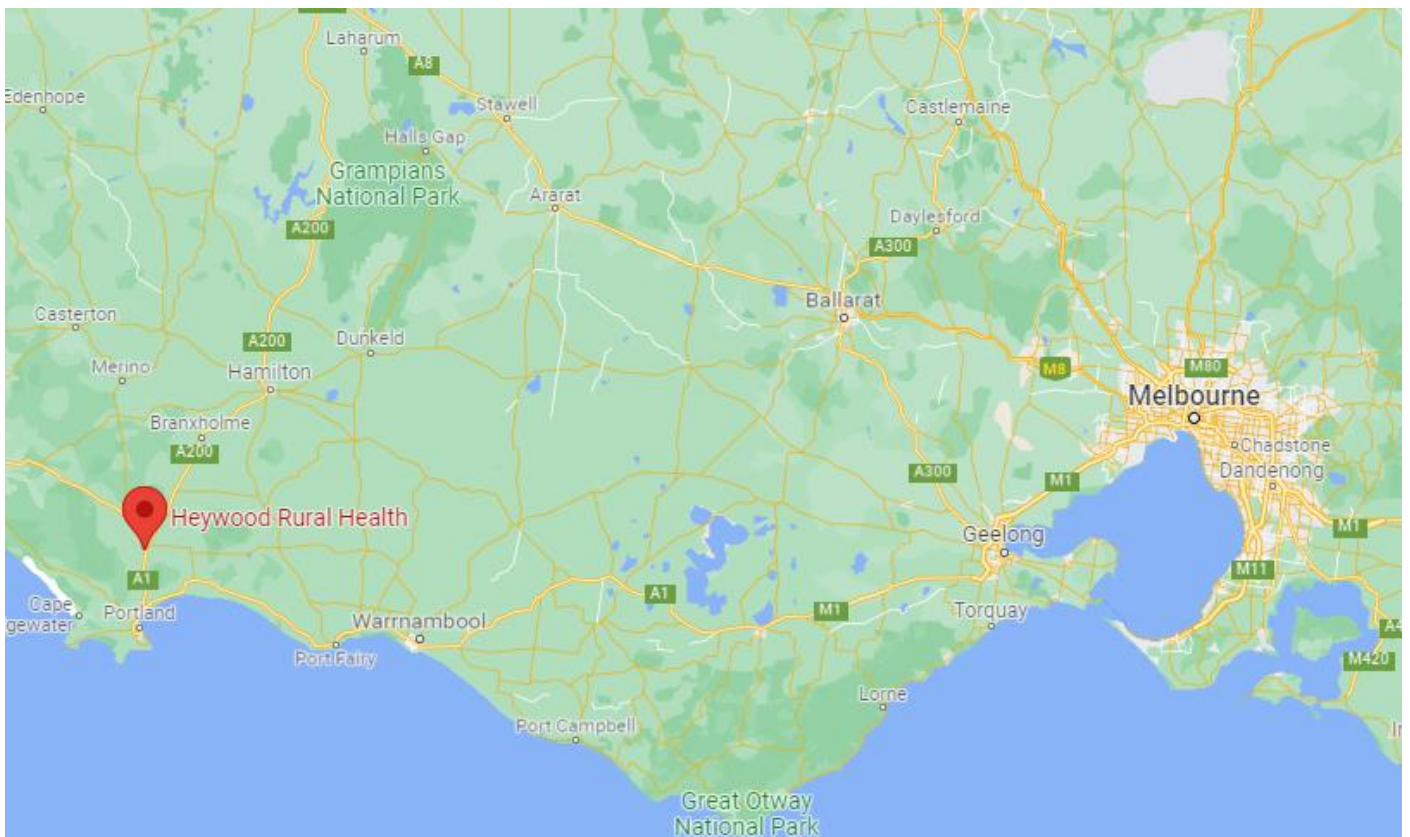
### **Accommodation**

Heywood Rural Health may be able to assist with accommodation. We have a furnished, shared-house onsite that may be available and can accommodate up to three (3) employees on a short-term basis. This shared accommodation is subject to availability. Terms and Conditions apply.

### **HEYWOOD**

#### **About Heywood.**

Heywood is a town on the Fitzroy River in the Australian state of Victoria. It is situated at an elevation of 27 metres amidst rolling green hills in an agricultural, pastoral and timbercutting district. Heywood is 357 kilometres (222 mi) west of Melbourne at the intersection of the Princes and Henty Highways and 27 kilometres (17 mi) north of Portland. It is on the railway line to Portland, at the junction of the presently-unused branch to Mount Gambier, South Australia. The winner of several past "Tidy Town" awards, it is often referred to as the "Jewel of the Southwest."





## POSTION DESCRIPTION

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<b>Position:</b>	Pay Global Support officer
<b>Reports To:</b>	Heywood Rural Health (HRH) Payroll Manager
<b>Hours of Duty:</b>	Part-Time (8 hours per week – may work up to 38 hours per week)
<b>Tenure:</b>	Ongoing
<b>Award:</b>	Health and Allied services, Managers and administrative workers single interest Enterprise Agreement
<b>Minimum Qualifications:</b>	
<b>Key Selection Criteria:</b>	
<b>Essential:</b>	Comprehensive Knowledge and Experience using Pay Global Experience in working across multiple Awards and relevant legislation
<b>Desirable:</b>	Advanced Microsoft Excel skills

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### Our Vision

Heywood Rural Health (HRH) is committed to the health and wellbeing of our community.

### Our Values

#### *Respect*

- We make mutual respect the basis of all interactions.
- We respect diversity and respect the dignity of each person.
- We embrace the differences in people and perceptions.

#### *Responsiveness*

- We take actions and opportunities to create results.
- We provide services that are person-centred and focused on outcomes.
- We keep our commitments and promises.

#### *Care*

- We care about the people and the community within which we work and live.
- We care about our colleagues and ourselves.
- We support people to develop and build on their strengths.

#### *Integrity*

- We uphold our professional ethic at all times.
- We are honest and fulfil our commitments.
- We are accountable for our actions.

**PRIMARY OBJECTIVES/KEY PURPOSE OF THE ROLE:** Carry out the undermentioned duties, and responsibilities, provide support to the HRH Payroll Team, and provide leave cover to Payroll Team members.

### **DUTIES AND RESPONSIBILITIES:**

- Assist in the fortnightly processing of payroll information in preparation for fortnightly payment to staff;
- Assist in the preparation and validation of the actual fortnightly payroll service to staff;
- Respond to queries arising from the fortnightly payroll service and prepare response for approval by the HRH Payroll Manager;
- Respond to general questions from staff regarding payroll;
- In line with experience, provide Pay Global education as required;
- Assist with administrative maintenance of policies, procedures and practices as required;
- As requested, regularly review and update Pay Global systems and processes;

- Provide support to random internal compliance audits;
- Support other associates where needed; and
- Undertake other duties, within the scope and experience of the incumbent in the role, as requested.

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- As specified within the HRH Instrument of Delegation

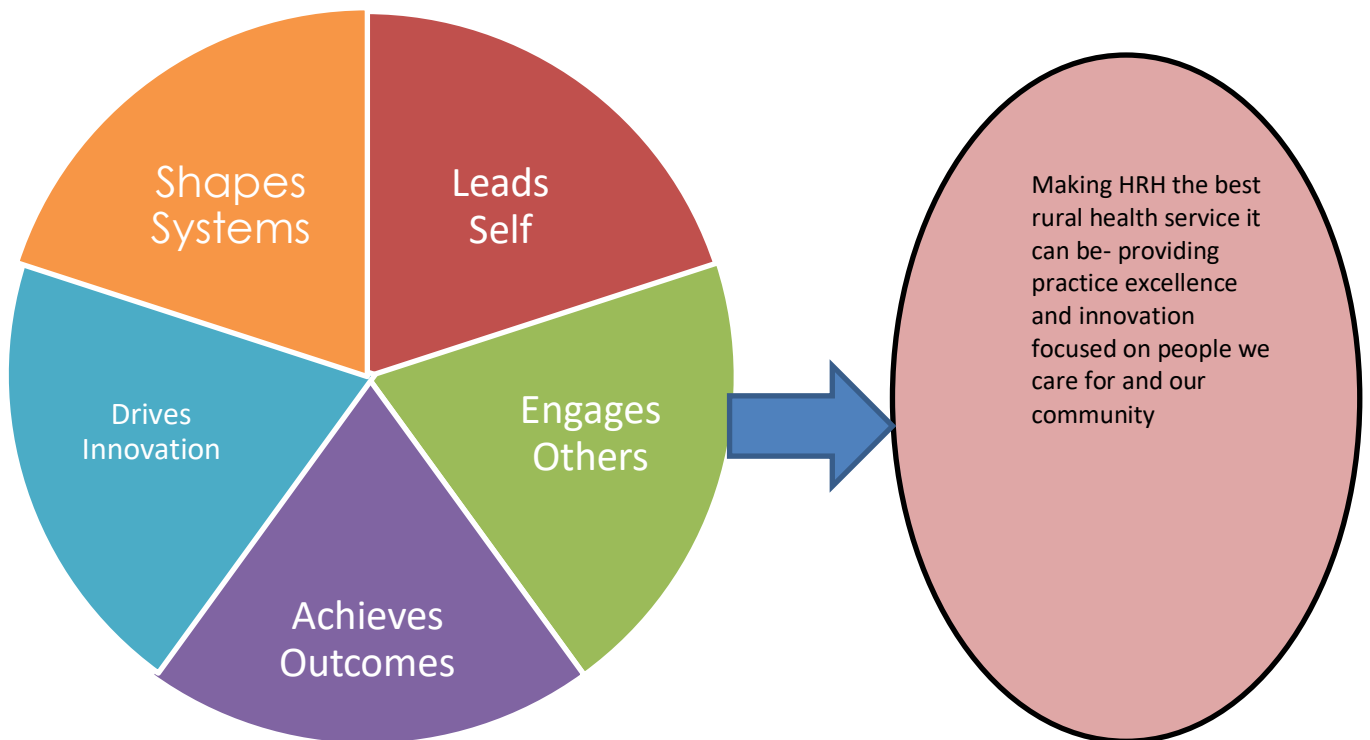
**JUDGEMENT AND DECISION-MAKING:**

- As specified within the HRH Instrument of Delegation

**PROFESSIONAL LEADERSHIP:**

- Participate in the positive promotion of Heywood Rural Health.
- Role model the HRH leadership capability framework by:
  - Leading Self;
  - Engaging others;
  - Achieving outcomes;
  - Driving innovation; and
  - Shaping Systems.

[HRH Leadership Capability Framework \(LEADS\)](#)



**Position Requirements**

N.B. Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this role and are not to be interpreted as being all-inclusive. Duties and responsibilities may be reviewed according to service requirements.

Position Requirements	Tick Box Below
A current National Police Check must be provided prior to commencement at HRH.	✓
Evidence of all immunisations including Covid-19 and Influenza vaccinations	✓
Current Advance Life Support (ALS) Certificate Required (For RN's only)	

Evidence of Professional Qualification (if required)	
Valid Victorian Driver's Licence (if required)	
Valid Trade Licence (if required)	
Satisfactory Working with Children Check (if required)	
Undertake Pre-Employment Check as per HRH policy (This is mandatory prior to commencement and when required during employment)	✓
<b>Typical Work Schedule (As specified in relevant staff Roster)</b>	

### JOB DEMANDS CHECKLIST

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

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

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Physical Demands</b>						
Sitting	Remain seated to perform tasks				✓	
Standing	Remain standing to perform tasks	✓				
Walking	Periods of walking required to perform tasks		✓			
Bending	Forward bending from waist to perform tasks	✓				
Kneeling	Remaining in a kneeling position to perform tasks					✓
Lifting/Carrying	Light lifting and carrying	✓				
	Moderate lifting and carrying					✓
	Assisted lifting (mechanical, equipment, person assist)					✓
Working at Heights	Ascending and descending ladders, stools, scaffolding					✓
Pushing / Pulling	Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment					✓
Reaching	Arms fully extended forward or raised above shoulder					✓
Crouching	Adopting a crouching posture to perform tasks					✓
Foot Movement	Use of leg and/or foot to operate machinery					✓

Head Postures	Holding head in a position other than neutral (facing forward)		✓			
Fingers/Hand/Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				✓	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands			✓		
Driving	Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus, etc.					✓

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Psychosocial Demands</b>						
Distressed People	Highly emotional people crying, upset, unhappy, depressed, e.g. emergency or grief situations	✓				
Aggressive / Unpredictable People	Raised voices, yelling, swearing and arguing e.g. drug/alcohol, dementia, mental illness					✓
Exposure to Distressing Situations	E.g. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased					✓
<b>Environmental Demands</b>						
Gases	Working with explosive or flammable gases requiring precautionary measures					✓
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					✓
Noise	Environmental/background noise necessitates people raising their voice to be heard					✓
Biological Hazards	E.g. Exposure to body fluids, bacteria, infection diseases requiring PPE					✓
Cytotoxic Hazards	Handling and/or preparation of cytotoxic materials					✓
Radiation	Working with radiologic equipment					✓

## Other Requirements

REQUIREMENTS	
<b>Code of Conduct</b>	HRH employees are expected to adhere to the values as outlined in the <i>“Code of Conduct for Victorian Public Sector Employees 2015.”</i> Breaches of the Code of Conduct may result in disciplinary action.
<b>Compliance</b>	During the course of your employment at HRH, you must maintain currency of all pre-screening and credentialing/other matters specified in your HRH Contract of Employment.
<b>Confidentiality</b>	You must ensure the affairs of HRH, its patients, residents, clients and staff remain strictly confidential and are not divulged to any third party, for any reason, except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests of HRH. Any breach of confidentiality will be viewed as a serious matter and may be the subject of disciplinary action including termination.
<b>Contract of Employment</b>	Your appointment is subject to your acceptance of the terms and conditions as laid out in your Contract of Employment. Terms and conditions will apply until by mutual agreement they are altered or replaced in writing.

<b>Cultural Diversity</b>	Recognise and respect cultural diversity within the community and be committed to respecting the individual beliefs, age gender, economic , cultural and linguistic backgrounds of HRH clients and staff
<b>Infection Control</b>	It is your responsibility to comply with the Infection Control policies and practices of HRH. You will also be expected to participate in infection control education yearly.
<b>Information Technology</b>	You will need to be aware of the need to be familiar with and able to access and use the technology systems e.g. computer, intranet, email, telephone, photocopier, facsimile machines, Data Projector. You may/will also need to become familiar with the programs used by HRH e.g. Electronic patient records –TRAK, Riskman, Platinum 5.
<b>OH&amp;S</b>	<p>You are required to comply with all HRH Occupational Health and Safety policies and procedures.</p> <p>You are to take reasonable care to ensure personal safety and the safety of others who may be affected by acts or omissions of an employee in the workplace. You are to:</p> <ul style="list-style-type: none"> <li>▪ Follow safe work practices and use personal protective equipment as required;</li> <li>▪ Participate in OH&amp;S consultation and OH&amp;S training initiatives;</li> <li>▪ Report as soon as practicable, unsafe equipment, work practices or conditions (Occupational Health and Safety Act, clause 25)</li> <li>▪ Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences; assist with any investigations and the identification of corrective actions;</li> <li>▪ Co-Operate with managers and supervisors so they can meet their OH&amp;S responsibilities;</li> <li>▪ Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk; and</li> <li>▪ Perform only those tasks for which you have received appropriate training and instruction.</li> </ul>
<b>Performance Appraisal</b>	Your manager is responsible for conducting your performance Appraisal at three months and at least annually.
<b>Police Check</b>	Your appointment is subject to a satisfactory police records check. As this process can take several weeks prior to the commencement of shifts, you may supply a statutory declaration indicating you have no conviction for murder, sexual assault or assault resulting in imprisonment. These convictions will automatically preclude you from working in HRH.
<b>Probation period</b>	A three months' probation period will apply.
<b>Privacy and Confidentiality</b>	Employment is subject to your compliance with the <i>Health Records Act</i> . This <i>Act</i> requires compliance with Principles related to privacy regarding data collection (including photos), usage and security.

<b>Quality and Safety</b>	<p>HRH is committed to providing Safe, High Quality Care across all services. Expectations on staff to support this include:</p> <ul style="list-style-type: none"> <li>• Demonstrate a commitment to best practice;</li> <li>• Take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care;</li> <li>• Ensure all Health Service activities are in accordance with the National Safety and Quality Healthcare Standards (Organisation-Wide) – 2<sup>nd</sup> Edition, the Home Care Common Standards (Primary and Community Health) and the Aged Care Accreditation Standards – July 2019;</li> <li>• Actively participate in the HRH Safety and Quality Program. All staff will contribute to quality improvement activities aimed at improving patient/resident/client outcomes and maintaining accreditation standards; and</li> <li>• Be actively involved in processes to monitor and evaluate the performance of the services provided by the work area.</li> </ul> <p>N.B. It is the responsibility of every staff member to be familiar with HRH Service-Wide and specific Departmental Policies &amp; Procedures.</p>
<b>Smoke Free Campus Policy</b>	Smoking is prohibited throughout all buildings and vehicles controlled by HRH. This policy applies to staff, patients, residents, clients, volunteers, visitors, contractors and others.
<b>Staff Development</b>	You are required to attend an Orientation Day prior to commencement of employment and participate in the Professional Development Program.
<b>Termination of Employment</b>	Four weeks (or as per award) written notice of termination of employment to be provided to their Department Manager.

As the incumbent of this position:

- i. I acknowledge I have received a copy of this Position Description, and have read and understand the requirements of this role. I agree to work in accordance with this Position Description.
- ii. I confirm I have read the Job Demands Checklist detailed in this Position Description, understand its content, and agree to work in accordance with the requirements of this Checklist.
- iii. I also understand this Position Description forms part of my Contract of Employment with HRH.

<b>APPROVALS</b>	<i>Name</i>	<i>Signature</i>	<i>Date</i>
<b>Divisional Head:</b>			
<b>Department Head:</b>			
<b>Employee:</b>			

Please forward signed copy to:  
 People & Culture Department [erin.wilson@heywoodruralhealth.vic.gov.au](mailto:erin.wilson@heywoodruralhealth.vic.gov.au)