

# Position Description

<b>Title</b>	Organisational Development Lead	<b>Position Reports to</b>	Executive Director People and Culture
<b>Classification</b>	HS5	<b>Employment Status</b>	Full Time
<b>Enterprise Agreement</b>	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2021 - 2025		

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for over 160 years. The Eye and Ear has over 90 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24-hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for 160,000 outpatients, 45,000 emergency patients and over 16,000 inpatients.

## Vision Mission And Values

At the core of everything are our Guiding Principles:

- **Integrity** – We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect.
- **Inclusive and Accessible Care** – We are compassionate, thoughtful and responsive to the needs of our consumers
- **Collaboration** – We communicate openly, respect diversity of views and skills, and work effectively with partners and in multidisciplinary teams to deliver optimal outcomes
- **Excellence** – We give our personal best at all times, deliver exemplary care and experience, monitor performance, and seek continuous improvement through innovation

Please read our full Strategic Plan here:

<https://eyeandear.org.au/about/publications/strategic-plan/>

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the Child Safe Standards.

The Eye and Ear is a smoke free environment.

### Position Summary:

This role works as a key member of the People and Culture team to deliver the full spectrum of organisational development work. The incumbent leads specific projects and initiatives focused on workplace culture, staff reward and recognition, employee engagement, performance, learning and development, leadership development, diversity, equity and inclusion, and workforce reporting.

The role works collaboratively within the People and Culture team and provides advice and support to leaders and the Executive Team on organisational development initiatives.

The role will support the delivery and execution of the Eye and Ear Strategic Plan and owns significant elements of the People and Culture Plan.

### Key Responsibilities / Performance Outcomes:

1. Provide high-quality organisational development (OD) advice and initiatives, ensuring alignment with strategy, contemporary OD frameworks, and organisational priorities.
2. Positive culture - Co-ordinate the Hospital's participation in the annual "People Matter Survey" for the organisation including governance, timelines, stakeholder engagement and communications. Analyse and synthesise survey results, prepare executive-level reports, and support the development, approval and monitoring of action plans. Support managers to translate survey insights into meaningful, measurable improvements at local and organisational levels.
3. Co-ordinate and deliver people and culture initiatives that enhance employee experience and organisational effectiveness, including:
  - Exit interview analysis and reporting
  - New employee and manager welcome and orientation activities
  - Staff reward and recognition programs
4. Be a confident user and provide support to others with PeopleHub (SuccessFactors), particularly Learning and Performance modules.
5. Actively participate in the ongoing improvements to the Learning and Performance and Goals modules in Success factors system. Support managers and collaborate with the P&C team to ensure uptake and compliance with the performance and goals cycle.
6. Ensure the suite of mandatory learning modules is updated to meet legislative requirements. Ensure compliance with mandatory training targets.
7. Seek out practical and high impact staff and leadership development opportunities and encourage a culture of self-initiated learning.
8. Represent the organisation and actively participate in:
  - Health-wide and Local Health Service Network (LHSN) OD networks
  - The Victorian Health Gender Equality Network (VHGEN)
  - St Vincents Hospital – Royal Victorian Eye and Ear Hospital Workforce Skills, Capability & Mobility Committee
9. Leverage insights from external networks to inform internal strategy, innovation and continuous improvement. Develop innovative initiatives in collaboration with key stakeholders to address equity and inclusion issues within the health service.
10. Be responsible for the Hospital's Diversity, Equity and Inclusion function including supporting the Hospital's Aboriginal reconciliation strategies.
11. Provide advice on organisational responsibilities regarding legislative compliance with the Gender Commissioner's requirements. Coordinate data collection, analysis and submission for mandatory gender equality audit reporting. Develop Gender Equity Action Plans (GEAP's) in consultation with stakeholders and secure executive approval and endorsement. Ensure Gender Impact Assessments are in place. Lead the delivery of approved initiatives and embed agreed actions into existing people and organisational processes.
12. Be responsible for organisation development policy development and maintenance.
13. Prepare executive team and board papers and reports and present papers to Executive Team.
14. Additional projects and initiatives projects as required/directed.

### Quality and Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Working within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](#)) to deliver safe high quality and person-centred experience and care.

- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.
- Demonstrating awareness of the financial requirements of the unit and demonstrate an awareness of cost-effective practice.
- Actively participate in the annual performance development cycle.

## Occupational Health and Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a physical or psychological safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

## Selection Criteria: Qualifications, Experience and Competencies

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Post graduate degree in human resources, organisational development or equivalent demonstrated experience	Qualification in Human Resources, Business, Administration, Equality, Education or similar
<b>Experience</b>	Demonstrated experience in a similar senior role working in a human resource or organisational development team  Strong expertise as an Organisational development practitioner  Strong and proven project and stakeholder management skills	Experience working in healthcare.
<b>Competencies</b>	Demonstrated knowledge of contemporary human resources, equity and inclusion principles	
	Strong computer skills, including Intermediate – Advanced Excel and data analysis skills	

	HRIS user confidence, Success Factors preferred.	
	Ability to work independently and in a team in a proactive and flexible manner, providing customer focused services	
	Highly developed communication and presentation skills both verbal and written.	

## Reporting Lines

**Position Reports to** – Executive Director, People and Culture

**Number of Direct reports** – 0.

**Number of indirect reports** - 0.4 (People and Safety Co-ordinator who supports OD, particularly HRIS module).

## Key Working Relationships

All staff, Executive team, leaders

All staff are required to have a satisfactory National Criminal Record Check and meet staff vaccination requirements.

## Author of Position Description or Manager of Position:

Name: Executive Director People and Culture

Date: 15 April 2026

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

## Agreement

I have read, understood and agree to comply with the position description.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_