

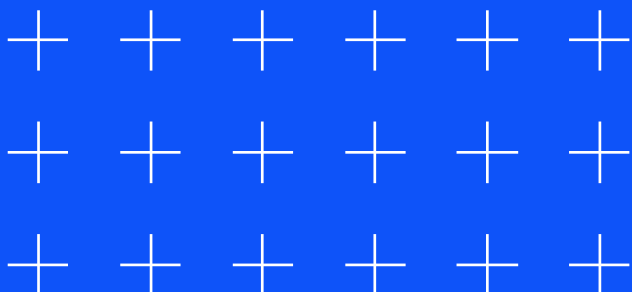
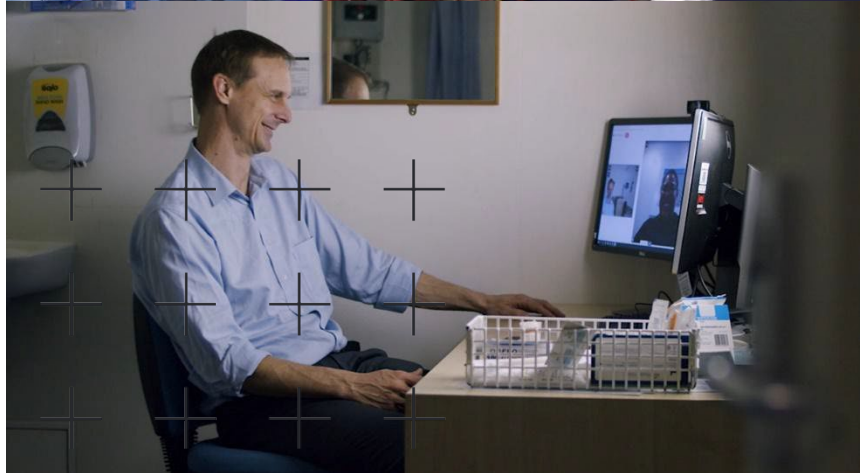


The Royal
Melbourne
Hospital

Advancing health for everyone, everyday.

Could this be you?

Join The Royal
Melbourne
Hospital Team



Position Description

People Experience &
Engagement Specialist



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

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



Lead with Kindness



Excellence Together



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.

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

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



KEY ACCOUNTABILITIES

- Contribute to the development and delivery of the People Experience operational plan and assist with the implementation of agreed priorities.
- Support the review, design and continuous improvement of key lifecycle touchpoints, including onboarding, induction, buddy systems, recognition moments, key workforce milestones and offboarding, to strengthen clarity, connection and belonging.
- Assist with mapping people experiences, identifying friction points and contributing ideas and solutions to improve the overall experience journey.
- Work with colleagues across the broader Talent & People Experience function to understand pain points, barriers and opportunities within lifecycle processes, and contribute to solutions that improve clarity, consistency and the overall people experience.
- Develop, update and maintain people-facing resources including guides, FAQs, checklists, toolkits and templates to ensure they are clear, accessible and values-aligned.
- Gather, track and summarise feedback from lifecycle touchpoints (e.g., onboarding check-ins, recognition feedback, offboarding insights) to identify themes and opportunities for enhancement.
- Work closely with the leadership team to develop and mature the function, contributing to foundational standards, processes and frameworks as the team evolves.
- Coordinate people experience programs such as induction activities, recognition initiatives, engagement moments and the Work Experience Program.
- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Respect that the RMH is a smoke-free environment.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.

People Experience Function: Given the People Experience function is newly established and expanding, the accountabilities of this role will evolve over time.

KEY RELATIONSHIPS

Internal

- RMH Employees
- People, Culture and Communications Teams
- RMH People Leaders

External

- Benefits Partners and Salary Packaging Providers
- Auditors or regulatory bodies (as needed)
- Partner health services and education providers



KEY SELECTION CRITERIA

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Qualifications in Organisational Psychology or related discipline
- Demonstrated skills in employee experience, engagement, and workforce analytics.
- Ability to gather, interpret and summarise feedback or workforce data to identify themes, issues and opportunities for improvement.
- Skilled in human-centered design, journey mapping, service design.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Deliver agreed People Experience improvement initiatives (e.g., onboarding, recognition, offboarding) as outlined in the annual operational plan, with evidence of streamlined processes and clearer touchpoints.
- Ensure all key people-facing resources (guides, FAQs, templates, toolkits) are updated, accessible and values-aligned, with at least one major resource suite improved annually.
- Demonstrate the integration of inclusive, culturally responsive and equitable principles across lifecycle touchpoints, aligned with RMH's DEI commitments and RAP.
- Deliver core People Experience programs (e.g., Work Experience Program, buddy system, recognition and engagement initiatives) with positive participant feedback.



AT THE RMH WE:

- Aim 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.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

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)

Date
