iREACH
Rural Health

Recruitment Information Package

Everything you need to support your application and learn more about joining our team.

www.ireach.org.au

(08) 8531 1303

Our Vision.

"Healthy and resilient people and communities"

Our Values.

inclusivity & diversity
Respect & compassion
Empowerment
innov**A**tion
Connection
Hope

Recruitment Information Pack

Position Information

Position Title	People & Policy Lead
Working Location	Murray Bridge, South Australia (with travel to Victor Harbor and Mount Barker)
Classification	iREACH RURAL HEALTH EBA 2025 – iREACH Level 5
Job Status	0.8 – 1.0 FTE
Pay	$54.53 - $61.09/hour | $106,682 – $119,506 + Super + Salary Packaging
Applications Closing Date	Monday, 16 November at 5:00 PM

About Us

Make a Difference in Your Community – Join iREACH Rural Health

iREACH Rural Health is a leading provider of primary health care services across rural and regional South Australia, delivering responsive, community-driven programs that improve access to care where it's needed most.

Originally established in 1995 as the Murray Mallee Division of General Practice, iREACH has grown into a trusted provider working alongside Country SA Primary Health Network (CSAPHN) and other government and non-government partners.

Our services include youth mental health (headspace), mental health support, alcohol and other drug programs, and continuing professional development. We are committed to delivering holistic, evidence-based care shaped by the needs of our communities.

At iREACH, our values guide everything we do: **Inclusivity & Diversity, Respect & Compassion, Empowerment, Innovation, Connection and Hope.**

Learn more: iREACH Rural Health

Why Join iREACH Rural Health?

Work that matters, close to home.

We are a rural health organisation built around the communities we serve. Working here means your effort is felt close to home, as part of a team that takes real pride in how we show up for our community. We're committed to providing a workplace where you are valued, supported, and inspired.

What you can expect:

- **A team that backs you**. You will have supportive and accessible leadership, and colleagues who pull together. Culture here is invested in deliberately!
- **Flexibility and balance.** This role is available at 0.8 -1.0 FTE with genuine flexibility and no city commute. We want to support your work/life balance and family-friendly practices.

- **Investment in your growth.** We support ongoing professional development, quality supervision, training, and access to training and scholarship programs.
- **Competitive Remuneration:** Receive a salary that recognises your skills and experience.
- **Generous Salary Packaging:** Benefit from attractive salary packaging arrangements (up to $15,900 tax-free), plus meal and entertainment benefits.
- **5 Weeks Annual Leave** (pro-rata for part-time).
- **10 Days Personal Leave** (pro-rata for part-time).
- **Wellness Leave:** 2 additional days per year on top of standard leave entitlements (after 12 months of service).
- **Paid Parental Leave** (eligibility applies).
- **Employee Assistance Program:** Support services are available for you and your family.

How to Apply

To be considered for this position, applicants must address the Selection Criteria outlined in the Position Description. Applications that do not address the Selection Criteria will not be considered for an interview.

Please ensure your application includes:

1. **Cover Letter** – addressing all Selection Criteria.
2. **Current Resume** – including your qualifications and experience.
3. **Contact Details for Two Referees** – professional references preferred.

Submit your complete application via the relevant job advertisement on SEEK.

We maintain the discretion to extend an offer at any stage of the recruitment process. If you are interested in the position, submit your application as soon as possible!

For further information about the role or application process, please contact:

Cathy Spanton
Chief Executive Officer

Phone: (08) 8531 1303
Email: cathys@ireach.org.au

POSITION DESCRIPTION	
People & Policy Lead	
CLASSIFICATION: iREACH RURAL HEALTH EBA 2025 – iREACH Level 5 *(dependent on qualifications and experience - salary sacrifice arrangements are available)*	
AUTHORISED BY: Chief Executive Officer	UPDATED: November 2026

PART A – POSITION DETAILS	
Position Purpose:	The People and Policy Lead supports the CEO and Leadership Team to build a capable, compliant and engaged workforce. The role leads the organisation's policy framework, coordinates human resources, workforce compliance, and return-to-work processes, and provides governance and executive support to the CEO and Board. Working across all iREACH sites, the position helps ensure our people practices meet legislative, contractual and accreditation requirements and reflect our values.
Location:	Murray Bridge, with travel to Victor Harbor and Mount Barker
Reports To:	Chief Executive Officer
Key Relationships:	**Internal:** CEO, Leadership Team, Board, Clinical Safety and Quality Lead. **External:** ReturnToWorkSA and the claims agent, BespokeHR, Auditors.

PART B – KEY POSITION RESPONSIBILITIES	
Key Result Areas	**Accountabilities**
Policies & Procedure Management	• Coordinate and maintain the organisational Policy Management Framework, ensuring policies and procedures are regularly reviewed and remain aligned with legislative, contractual, accreditation and organisational requirements. • Maintain the Policy Review Schedule, including review timeframes, policy ownership and implementation requirements. • Facilitate policy development, review and consultation in collaboration with the Leadership Team, Clinical Safety and Quality Lead, relevant Policy Owners and other key stakeholders. • Draft, review, update and consolidate organisational policies and procedures to support consistency, accessibility and continuous improvement. • Coordinate the approval, publication, communication and implementation of new and revised policies and procedures. • Maintain appropriate policy records, version control and change documentation, including monitoring employee acknowledgement requirements. • Support the organisation in addressing policy-related accreditation findings, compliance requirements and identified improvement opportunities.
Governance, Executive Support & Meeting Coordination	• Provide executive and administrative support to the CEO, Board and Leadership Team in relation to organisational governance, reporting and operational priorities.

	• Manage Board, Annual General Meetings, Leadership Team and other organisational meetings, including preparation of agendas, meeting papers, minutes and action registers. • Maintain associated governance documentation to support effective meeting administration and recordkeeping. • Monitor and follow up meeting actions, supporting the timely completion of agreed organisational priorities. • Manage the preparation and collation of organisational reports, including the Annual Report, Board reporting and other executive documentation. • Manage the planning and coordination of organisational events, including staff development activities, strategic planning workshops and stakeholder functions. • Undertake confidential correspondence, research and other executive support activities as directed by the CEO.
Recruitment, Onboarding & Employee Lifecycle Management	• Lead recruitment activities in collaboration with recruiting managers, including position advertisements, candidate communications, shortlisting support and interview coordination. • Draft, review and maintain Position Descriptions, recruitment information packs and associated recruitment documentation. • Support recruiting managers through the development of interview guides, selection tools and consistent recruitment processes. • Coordinate pre-employment checks, credentialing requirements and employment documentation in accordance with organisational policies and applicable requirements. • Prepare contract variations and associated documentation, ensuring accuracy and consistency with relevant employment conditions and industrial instruments. • Coordinate employee onboarding and induction processes, including Employment Hero requirements, mandatory documentation and organisational orientation. • Support employee lifecycle processes, including changes to employment arrangements, employee milestones, leave administration and separation of employment. • Maintain accurate and confidential employee records throughout the employment lifecycle.
Human Resources Systems & Workforce Administration	• Coordinate the administration and ongoing improvement of Employment Hero and associated human resources processes. • Maintain employee records, employment documentation and workforce information to support accurate reporting and organisational compliance. • Provide guidance and support to employees and managers in the use of human resources systems, processes and documentation. • Identify opportunities to streamline and improve workforce administration processes, ensuring consistency, efficiency and appropriate recordkeeping.

	• Prepare and maintain human resources documentation, templates, correspondence and supporting resources. • Support the implementation of organisational workforce initiatives, systems and process improvements.
Employee Relations, Performance & Engagement	• Provide guidance and administrative support to managers and employees regarding organisational policies, employment conditions and human resources processes. • Support managers in addressing employee performance, conduct and workplace concerns, including coordinating documentation and appropriate follow-up actions. • Coordinate employee grievance and workplace investigation processes, seeking guidance from the CEO and external human resources consultants where appropriate. • Support the consistent and confidential management of sensitive employee matters in accordance with organisational policies and legislative requirements. • Assist with the interpretation and implementation of employment conditions under the iREACH Rural Health Enterprise Bargaining Agreement, National Employment Standards and applicable legislation. • Coordinate employee engagement, recognition and wellbeing initiatives that contribute to a positive and supportive workplace culture. • Support employee feedback processes, including exit interviews and identification of opportunities for organisational improvement. • Maintain and communicate employee benefits and entitlements to support staff awareness and understanding.
Payroll & Leave Administration	• Provide payroll processing support and relief in the absence of the Finance, Risk and Technology Lead or other designated payroll personnel. • Support the accurate administration of payroll-related employment changes, including commencement, variations and cessation of employment. • Maintain confidentiality and accuracy in the handling of payroll and employee remuneration information.
Return to Work Coordination	• Coordinate workplace injury management and return to work processes in accordance with applicable legislation and organisational requirements. • Support the development, implementation and monitoring of suitable return to work arrangements in consultation with injured employees, managers, treating practitioners and relevant stakeholders. • Liaise with ReturnToWorkSA, claims agents and other relevant parties to support appropriate injury management and recovery at work. • Monitor return to work arrangements and coordinate reviews or adjustments as required. • Maintain appropriate documentation and confidential records relating to workplace injuries and return to work processes. • Provide guidance to employees and managers regarding organisational return to work processes, obligations and available support.

Work Health & Safety – Role Specific	• Support the CEO and managers to meet WHS obligations, including maintaining incident and hazard registers and coordinating WHS consultation. • Coordinate the identification and management of psychosocial hazards, including implementation and monitoring of the Thrive psychosocial safety action plan.
Compliance, Accreditation & Workforce Reporting	• Support organisational compliance with relevant employment legislation, industrial instruments, contractual obligations and accreditation requirements. • Monitor and maintain workforce-related compliance records, including mandatory training, credentialing, employee documentation and policy acknowledgements. • Provide workforce compliance information and reporting to the Leadership Team to support oversight and timely completion of requirements. • Coordinate the collection, maintenance and provision of workforce and policy-related evidence for accreditation, audits and external reviews. • Identify compliance gaps and support the implementation of appropriate corrective actions and continuous improvement initiatives. • Ensure workforce administration processes incorporate relevant privacy, confidentiality, recordkeeping and organisational compliance requirements.
Project Delivery & Organisational Improvement	• Coordinate and contribute to organisational projects and initiatives as directed by the CEO and Leadership Team. • Support project planning, implementation, stakeholder consultation, documentation and progress monitoring to achieve agreed outcomes. • Identify opportunities to improve organisational systems, processes and administrative efficiency. • Facilitate collaboration across teams and stakeholders to support the successful implementation of organisational changes. • Prepare project documentation, progress updates and recommendations to support informed decision-making. • Ensure assigned projects are delivered in accordance with organisational priorities, approved timeframes and relevant governance requirements.

PART C – POSITION REQUIREMENTS	
Requirement	**Accountabilities**
Qualifications and Skills	**Essential** • Tertiary qualification in business and/or HR related qualification or equivalent • Excellent interpersonal, listening and negotiation skills • Strong organisational and decision-making skills • Proven skills in decision-making, problem-solving, time management and setting priorities • Return To Work Coordinator certification (or within 8 weeks of commencement) **Desirable** • Ability to plan training and development programs
Knowledge and Experience	**Essential** • Knowledge of employee evaluation methods and performance management processes • Experience with payroll processing and applying enterprise agreement conditions. • Experience using HR information systems, ideally Employment Hero. • Experience providing Board or governance secretariat support, including agendas, papers and minute-taking. • Working knowledge of the Fair Work Act 2009, National Employment Standards and enterprise agreements. • Experience supporting accreditation or audit processes, such as ISO 9001 or the National Safety and Quality Mental Health Standards. • Experience managing employee remuneration and incentive systems • Knowledge of employment and contractual law • Experience in writing Policies and Procedures **Desirable** • Previous experience in the health industry • Community or mental health experience, NFP or government-funded settings. • Knowledge of the Murraylands, Fleurieu and Adelaide Hills regions. • Understanding of primary health culture, particularly in a rural context
Personal Attributes	**Essential** • High level of self-motivation and the ability to work with a level of autonomy • Approachable, fosters an open environment for team to communicate. • High level of resilience to work through challenges • Able to quickly adapt to new situations and environments, quickly understanding the pathway to contribute. • High level of self-awareness, able to adjust approach to meet the needs of a broad range of stakeholders. **Desirable** • None Specified

PART D – KEY PERFORMANCE INDICATORS		
Indicator	**Measure**	**Description**
Staff Engagement	• Staff Retention and Attendance within expectations.	• Promote a supportive and open culture that builds team engagement. • Monitor and support the Performance Management and Development program to increase engagement. • Actively identify and work with stakeholders to implement actions to address staff engagement opportunities.
Staff Onboarding	• Achieve targeted ratio of applicants per open position. • Achieve targeted retention of employees through first 6 months of employment	• Actively manage content and channels used for recruitment to maximise response rates. • Develop and Manage framework for onboarding of all staff, clearly defining roles and responsibilities. • Develop and run central induction program to provide all staff an organisational overview, provide critical information on support frameworks and cultural expectations • Work with managers to ensure appropriate functional training and induction activity in place for all new staff • Support mangers in the effective onboarding and support of new employees. • Act as an escalation point for all staff during initial induction period.
Compliance	• 100% of Policies and Procedures updated in line with scheduled program • 95% compliance for essential staff training & credentialing • Zero workforce-related major non-conformance at audit. • All changes to Policies or Procedures due to legislative/business process changes updated within agreed service level.	• Actively manage the Policy Management Framework in compliance with scheduled plan. • Actively engage Clinical Safety and Quality Lead to ensure policies remain compliant with clinical standards. • Proactively identify impacts that may necessitate a change in Policy or Procedure • Timely support and escalation of employee risks to ensure effective management,
Conduct	• No identified examples of failing to demonstrate iREACH core values	• Consistently demonstrate the iREACH values, ensuring an equal focus on the approach to delivery as well as the outcome.
Specific performance levels should be agreed with the manager for each performance period.		

PART E – ORGANISATIONAL RESPONSIBILITIES	
Key Result Areas	**Accountabilities**

Work Health & Safety	• Ensure, as far as reasonably practicable, that employees, visitors and contractors, whilst at an iREACH worksite, are safe from injury and risk to health
	• Abide by the organisation's WHS policies and direction as set out in the iREACH Operations Manual
	• Avoid adversely affecting the health or safety of any other person through any act or omission at work, and in particular, so far as is reasonable, shall:
	  ○ Use any equipment provided for health or safety purposes.
	  ○ Follow any reasonable instruction that the employer may give concerning health or safety at work.
	  ○ Comply with the WHS policy in the workplace.
	  ○ Ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger their safety at work or the safety of any other person at work.

Customer Service	• Maintain agreed customer service standards to both the external and internal customer base.
Child Protection	• Hold a current Working with Children Check issued by the Department of Human Services under the Child Safety (Prohibited Persons) Act 2016 (SA). • Maintain current Child Safe Environments training or complete it within 3 months of commencement. • Undertake the following Department of Human Services (DHS) screening check: Working with children check (WWCC).
Compliance	• Support the aims and objectives of iREACH through understanding and upholding the iREACH Strategic Plan. • Understand and comply with all policies, procedures and any reasonable direction whilst demonstrating professional workplace behaviours in accordance with the iREACH Code of Conduct. • Display a commitment to the iREACH core values and role model the values in practice.
Confidentiality	• Maintain strict confidentiality of employee, client and organisational information, and handle personal and sensitive information in line with the Privacy Act 1988 (Cth), iREACH privacy policies and funding agreement obligations.
Legislative Requirements	• Professional Codes of Conduct and Ethics – complying and practicing within relevant Federal and State Legislation and the profession's code of practices/ethics. • Equal Opportunities Legislation – promoting and ensuring implementation of policies, procedures, and the prevention of harassment, bullying and intimidation.
Delegated Authority	• Comply and refer to the Corporate Governance Policy: 'Delegation of Authority' and associated Schedule for the authority levels assigned to this role.
Personal Development	• Participate in an annual Performance Management and Development Review program.
Mobility	• Must hold a current SA driver's licence. • Able to use own vehicle for work purposes, for which reimbursement of costs at the current Modern Award Rates will be made. • Support intrastate and interstate travel when required, which may involve overnight absences.