

POSITION DESCRIPTION

Position Title:	People and Culture Employee Relations Business Partner
Business Unit/Department:	Employee Relations and Business Partnerships
Division:	People, Culture and Safety
Award/Agreement:	Health & Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	HS4
Reports To:	Manager, Employee Relations and Business Partnerships
Direct Reports:	N/A
Date Prepared/Updated:	7 February 2023

<p>Position Purpose</p> <p>The People and Culture Employee Relations Business Partner is a senior contact responsible for the provision of quality employee relations and human resource management service encompassing the full range of Human Resource functionality for managers and employees. The People and Culture Employee Relations Business Partner is responsible for a portfolio which spans a range of employee groups.</p> <p>Working proactively with Executive Directors, Directors and line managers to provide Employee Relations and People & Culture services within Western Health, the role has a specialised Employee Relations Business Partner focus.</p> <p>The People and Culture Employee Relations Business Partner is responsible for developing effective working internal and external relationships with customers, colleagues, benefit providers and providing an effective and customer-focused service.</p> <p>The role is responsible for contributing to the overall direction and strategy of the People, Culture and Safety Team.</p>
<p>Business Unit Overview</p> <p>People and Culture provide advice and employment related services across Western Health. Operational People and Culture management within Western Health is primarily the responsibility of line management and the role of People and Culture function is to support them to effectively perform this role.</p> <p>The People and Culture function comprises the main functional areas of People and Culture, Employee Relations and Workforce Planning and Development. Regardless of specialism, the teams aim to work in an integrated way to support a high standard of People and Culture management practice within Western Health that aligns with the organisation's core values.</p>
<p>Key Responsibilities</p>

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Provide quality, timely professional employee relations and general human resources advice to support Directors/ Line Managers as requested.
- Provide advice to Directors / Managers and employees on Award/Agreement interpretation and entitlements.
- Assist and support managers to investigate and manage all employee behavioural and/or performance related issues including breaches of policy and procedure and underperformance, to ensure patient care is not compromised and Western Health's reputation is not at risk.
- Progress grievance, discipline, bullying incidents in collaboration with the Manager Employee Relations and Business Partnerships, Directors and Line Managers.
- Actively participate in ongoing quality and service improvement activities within People, Culture and including accreditation and related activities, projects and initiatives as requested from time to time.
- Provide first point of contact in all areas of conflict and apply conflict resolution skills when dealing with problems involving all levels of employees, patients and their significant others.
- Contribute to the identification and development of appropriate human resources management strategies and outcomes required to align the Division with Western Health strategic themes.
- Ensure commitment to equity and diversity, occupational health and safety (OHS), risk management and ethical practices.
- Model emotional intelligence including integrity, respect and empathy for others in interactions with employees, peers, management and employee representatives or support persons.
- Advise Directors/ Line Managers on appropriate and inappropriate actions in dealing with employee and employee relations issues with reference to good practice, policy & procedure and the law.
- Contribute to the organisation's continuous improvement strategy on key areas including absenteeism and workforce reporting.
- Promote, enhance and actively contribute to the customer service ethic within the team and continually work to implement and improve strategies to deal with enquiries and issues more effectively.
- Contribute to process improvement strategies through the lead and involvement in performance improvement projects.
- Ensure a professional manner to all employees, patients and the public at all times by providing clear and concise communication with all parties and participate in activities to improve or develop relationships with internal or external stakeholders.
- Exchange and share information from participation in seminars and conferences with colleagues via in-services, presentations, education forums and team meetings.
- Create and maintain a work climate which is conducive to positive morale and employee growth, development and retention.
- Liaise with wider People and Culture and OH&S teams to ensure areas of crossover are effectively dealt with.
- Ensure self and employees complete all mandatory training by the due date.
- Participate in the development and delivery of People, Culture and Safety training modules as appropriate.
- Assist in the identification of training and development needs for managers and recommend appropriate programs and activities.
- Participate and contribute to improvement of policies, procedures and protocols and identify areas of improvement in practice.
- Maintain up to date knowledge of policies, procedures, awards and agreements and employment related laws.
- Contribute to the implementation of the Division's workforce plan.
- Identify and lead projects relevant to the business needs of the department and portfolio.
- Participate in workforce planning and analysis to optimise and align with service requirements and budget allocation
- Ensure relevant systems and databases are efficiently and accurately maintained in accordance with organisational guidelines and policy and procedure
- Ensure all administrative and clerical processes and duties are performed accurately and efficiently including the use of administrative case tracking tools and systems.
- Perform other duties as required.

In addition to the key responsibilities specific to your role, you are required to deliver on the key organisational accountabilities which are aligned with the Western Health strategic aims.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Key Working Relationships

Internal:

- Director, People and Culture & Safety
- Manager Employee Relations & Business Partnerships
- Manager People and Culture Operations
- Workforce Planning and Development team
- People and Culture team
- OHS, Wellbeing and Emergency Management team
- All levels of management and employees, particularly within designated portfolio

External:

- Representatives of statutory authorities
- External Benefit Providers
- Unions
- VHIA
- DHHS

Selection Criteria

Essential

- Relevant tertiary qualifications in Human Resource Management, Employee Relations or relevant workplace experience
- Demonstrated strategic and operational industrial Relations and HR capabilities
- Experience in interpreting and providing advice on legislation and enterprise agreements
- Significant experience in delivering Employee Relations and generalist HR advice
- Proven experience in preparing and advocating within Industrial Relations matters both internally and externally
- Experience in conducting workplace investigations, including the preparation of reports and advice to clients/internal stakeholders
- Demonstrated ability to influence through communication, negotiation and problem solving skills
- Excellent communication, interpersonal and presentation skills and demonstrated experience in consulting with senior managers and external stakeholders
- Customer focused and able to develop effective relationships with key contacts
- Demonstrated ability to plan and prioritise workload with conflicting deadlines in a high pressure environment
- Demonstrated ability to lead process improvement initiatives and build organisational line manager capability
- Ability to contribute effectively as a participative and supportive team member
- Demonstrated innovation, initiative and self-direction
- Understanding of business principles, continuous improvement and key organisational performance indicators
- Proficient in the use of MS Office suite, including MS Excel
- Current motor vehicle driver's license

Desirable

- Demonstrated organisational reporting experience
- Health sector experience and knowledge of Awards and Agreements
- Large/complex organisation experience
- SAP system experience
- Ability to facilitate learning programs

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- This role will be expected to be performed interchangeably between all Western Health sites as necessary.
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment