**Position Description**

**Position Details**

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| **Title:** | Manager |
| **Program:** | People and Culture |
| **Reports to:**  | Chief Executive Officer |
| **Cost Centre:**  |  |
| **Employment conditions:** | Is subject to the Victorian Stand-Alone Community Health Services (Health & Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015 (currently under negotiation) and Gateway Health’s policies and procedures as varied from time to time.  |
| **Classification and code:** | HS7 plus 9.5% superannuation38 hours per week (1 FTE)  |
| **Performance Review:**  | Upon completion of probationary and qualifying period and annually or as requested.  |
| **Location:**  | Based at either Wangaratta or Wodonga but with travel expected to other Gateway Health sites.  |

**About Gateway Health**

**Our Vision:** People living well

**Our Mission:** Gateway Health provides primary health care & support to all in our community & focuses on providing services to those with the highest risk of poor health.

**Our Values:** We care – We work together – We achieve – We learn – We Innovate

These five values reflect the way we interact with consumers, our approach to service delivery & how we look after each other. Gateway Health strives for an achievement culture that encourages innovation & initiative. We build & foster strengths-based programs that focus on support & recovery. Our staff are our greatest asset.

Services are delivered by over 340 staff members at sites in Wodonga, Wangaratta & Myrtleford in Victoria, & through outreach services provided across North East Victoria & Southern NSW.  A broad range of services are provided by Gateway Health ranging from Bulk Billing Medical Practices, Allied Health, Alcohol & Drug services including Home Based Withdrawal, Counselling services, Gamblers Help, Health Promotion, Chronic Disease Management,  Aged Care Services including Assessment, Disability Services, Mental Health, Indigenous, Young Parenting & Men’s Behaviour Change programs. Other programs include **headspace**, Youth Services, Refugee Health & Sexual Health.

**Purpose of the Position**

Reporting to the CEO, the Manager People and Culture will drive organisational excellence by providing strategic leadership and operational delivery of people and organisational development functions and services for Gateway Health, including management of employment services, employee relations, the volunteer program, student placement and occupational health and safety and return to work programs. As a member of the executive team, the Manager will play a key role in nurturing and developing a positive organisational culture based on Gateway Health values.

**External Relationships**

* Victorian Hospitals Industrial Association (VHIA)
* Victorian Managed Insurance Authority (VMIA)
* Victorian Public Sector Commission (VPSC)
* Australian Health Practitioner Regulation Agency (AHPRA)
* Worksafe
* Relevant professional bodies and unions
* External consultants and industry advisors
* Legal representatives
* Department of Health and Human Services
* Universities and tertiary education providers

**Internal Relationships**

* Chief Executive Officer
* Executive Leadership Team
* Senior Management Group
* Finance and payroll
* Information services

**Positions Reporting to this Position**

* Human Resources Advisor
* Human Resources Officer
* Human Resources Project Officer
* Student Placement Officer
* Volunteer Coordinator
* Occupational Health and Safety and Return to Work Officer

**Key Responsibilities**

* As a member of the Executive Team, contribute to overall business planning, implementation and monitoring of performance against the organisation’s strategic plan.
* Provide expert advice to the Chief Executive Officer and Executive team on strategic and operational people management and business planning requirements, including staff engagement and change management.
* Lead the People and Culture team including people, budget, achievement of business plan goals, and continuous improvement ensuring high quality Human Resource and Work Health and Safety services are provided across all areas of Gateway Health.
* Develop and implement workforce management policies and procedures that provide a consistent approach to people management based on contemporary best practice and ensure compliance with employment legislation and industry standards
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* Adopt a business partnership approach that supports managers to effectively lead their teams and provide early resolution of issues impacting on performance and employment.
* Lead development and implementation of a strategic workforce plan that supports achievement of Gateway Health’s strategic and service plan priorities, and ensures that the workforce has the necessary skills and capabilities to meet current and future needs.
* Establish and maintain strong internal and external relationships and partnerships including industrial organisations, professional bodies and the tertiary education sector.
* Design, develop and drive a leadership development framework to build leadership capability across the organisation and embed a learning culture.
* Work with executive and management teams to design and deliver strategies to create a culture of trust, collaboration, and learning that contributes to optimal employee engagement, productivity, health and well-being, and a positive employment experience.
* Take a collaborative and proactive approach to ensure people and culture considerations are central to the planning and implementation of organisational reforms and associated change management and utilise effective project management, communication, engagement and leadership skills.

**Quality, Safety, Risk and Improvement**

* Develop, implement and monitor a suite of HR metrics for regular reporting and visibility including retention and turnover, diversity, engagement, grievance and health and safety data.
* Identify risk, themes and opportunities for improvement and make recommendations for values based and innovative solutions to strengthen workforce management and employee experience.
* Maintain a safe working environment for self, colleagues and members of the public
* Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and staff of Gateway health, including steps to minimise risk of infection to consumers, staff, contractors, volunteers and members of the public
* Contribute to organisational quality and safety initiatives and compliance with Health and Community Service Standards, Human Service Standards and other relevant standards, regulations and legislative requirements*.*

**Organisational Responsibilities**

* Promote Gateway Health as a quality service provider and represent the organisation as a leader in its field in relevant industry and sector forums as required.
* Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times. In particular, demonstrate culturally competent interactions with Aboriginal people. Gateway Health requires all staff to provide a holistic approach to the health needs and rights of Aboriginal people.
* Where relevant collaborate with consumers and the community in the development, implementation and review of service planning, policies and quality improvement activities
* Assist with the supervision of students where appropriate
* Uphold and protect consumer rights and maintain strict confidentiality
* Understand and act in accordance with the Gateway Health Values and Code of Conduct when carrying out duties and in dealing with staff and key stakeholders.

**Key Result Areas**

* 100% compliance with mandatory training requirements as outlined in the Gateway Health Learning and Development Procedure
* Active participation in the performance development and review process
* Maintain confidentiality on all issues relating to the organisation, clients & colleagues
* Registration is maintained and working within scope of practice (as relevant to the position)
* Active participation in professional development and supervision
* Achievement of People and Culture budget and business plan milestones and timelines
* Timely delivery of relevant reports

**Key Selection Criteria**

**Essential**

1. Bachelor Degree in Human Resource Management, Business or Learning and Development or similar field
2. Extensive experience and a record of achievement in the delivery of diverse human resources, industrial relations, work health and safety and organisational development functions in a medium to large complex organisation and environment
3. Demonstrated experience in building and leading successful HR teams and the ability to motivate, delegate and achieve strategic, operational, developmental and change management outcomes through people at all levels.
4. Strong industry knowledge and technical expertise in ensuring compliance with relevant legislative and regulatory requirements, along with well-developed understanding of contemporary best practice in the people and culture field.
5. Proven ability to develop, execute and monitor achievement of organisational plans including workforce plans, annual business plans, quality plans, and learning and development strategy.
6. Well-developed skills in developing, monitoring, analysing and reporting on workforce metrics, and demonstrated experience in using this data to inform workforce planning and improvements in employee experience and performance.
7. Demonstrated use of high level written, verbal and interpersonal communication skills to build and maintain effective working relationships with internal and external stakeholders.
8. Demonstrated ability to professionally handle sensitive and confidential information, exercise sound judgement, and outstanding influencing, problem solving, conflict resolution, diplomacy and advocacy skills.
9. Well-developed information management skills including use of the Microsoft suite of products, electronic document management systems, administration of corporate records & digital communications
10. Strong organisational skills, with the ability to prioritise demands, escalate where required, and deliver on multiple deadlines and juggle competing priorities
11. Demonstrated experience in setting, monitoring and reviewing budget and business performance measures.
12. Current Australian Drivers Licence
13. Satisfactory National Police Records Check prior to commencement.

**Desirable**

* Experience working within Not-for-Profit or Healthcare sectors would be highly regarded
* Certificate IV in Training and Assessment
* Post graduate qualifications in Business or Human Resource Management
* Membership of Australian Human Resource Institute

**Inherent Requirements**

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in in risks to your safety or the safety of others. The position may require the following tasks among other things:

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| * Manual handling (pushing, pulling, lifting, holding, carrying)
* Sitting, standing, bending, reaching
* Computer work, data entry
* Operating equipment
* Use of personal protective equipment
* General waste handling
* Driving motor vehicles
* Dealing with anxious or upset staff, consumers or members of the public
* Work at other locations may be required
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| Reviewed by:  | Chief Executive officer  |
| Date Issued:  | February 15th 2018  |
| For Review: | Annually |

I acknowledge:

* That I have read and fully understand the Position Description and Inherent Requirements of the position
* I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
* I understand that the information provided is a general outline and may not encompass every aspect of the position.
* Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
* I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by:

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Employee Signature Date

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Print Name