

POSITION DESCRIPTION

Position Title:	People and Culture Manager
Department:	People and Culture
Reporting to:	Chief Executive Officer
Classification / Code:	Administration, HS4
Award Coverage:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 - 2020
Pay Rate & Hours of Work:	Full time or Part time (minimum 4 days per week)

Vision

We are a vital community link for the people of Beaufort & Skipton.

Mission

Ensure that all people can access appropriate timely care in their community.

Values



We deliver person centred care to our patients, residents, community and staff



We value trust by demonstrating our integrity, responsibility and competence



We create strong professional relationships in our teams



We value inclusiveness and community linkages



We show respect for ourselves and others

Beaufort and Skipton Health Service

Beaufort and Skipton Health Service is a small rural health service located 30 minutes west of Ballarat. The health service has two campuses located in the towns of Beaufort and Skipton.

The Health Service provides urgent care, primary care, acute inpatient, residential aged care (nursing home and hostel level care), community and bed based Transition Care Program. BSHS operates two Medical Clinics, community health & home based services including district nursing, Home Care packages, bed based respite, day centre, day respite programs, men's groups, counselling, social worker, dietitian, community health nurse, meals on wheels, community transport, health promotion, diabetes education and a fully range of allied health services. Visiting Maternal and Child Health (Skipton campus) and visiting Hearing assessment and management service (Beaufort campus).

Support services including administration, hotel and maintenance services. A private pathology provider is available on the Beaufort campus. General Practitioners provide the medical services with the medical clinics located on both campuses.

1. Purpose of Position

The People and Culture Manager is responsible for providing people and culture services to support BSHS strategic direction and business objectives. The role supports the CEO, executive, managers and staff to develop and sustain employee engagement and a positive workplace culture in a manner consistent with BSHS values. This including undertaking a wide range of people and culture matters with a focus on contemporary people management. The role provides advice and support on a broad range of HR related matters including relevant legislation, policy and procedure development and implementation. The role provides a high level of customer service throughout the organization on administrative processes including: staff wellbeing, staff concerns / grievances, accreditation, credentialing, training, contracts, recruitment, and systems monitoring and maintenance. This role liaises with people external to BSHS on recruitment.

2. Key Responsibilities

Personal & Professional Development

- Demonstrates a positive attitude to the agreed role and responsibilities.
- Adheres to the education framework to ensure compliance with mandatory competencies.
- Ensures completion of an annual performance development review in accordance with BSHS Innov8 program.
- Evidence of maintaining knowledge and skills development opportunities through attendance and participation in relevant courses.
- Evidence of ability to be involved with change management processes and be supportive with implementation as directed by Chief Executive Officer

Customer Service

- Evidence of commitment to excellent customer service.
- Commitment to providing person centred care approach in all aspects of work.
- Demonstrates excellent interpersonal skills and able to respond and relate to all staff.
- Provide quality, timely advice and support to the CEO, Executive and Managers in human resources management and/or employee relations issues including unsatisfactory performance management, disciplinary action, counselling in order to resolve problems before the formal grievance or disciplinary process is used, and facilitating investigations and termination processes.
- Facilitating the staff reward and recognition program and building employee engagement.

Administration & Documentation

- Support staff to access the Employee Assistance Program
- Maintain all People & Culture data – ensure that records are accurate in a timely manner. Provide monthly and ad hoc reporting as requested.
- Provide Executive and Management with reports on HR Metrics, including absenteeism, turnover, People Matters Survey results etc.
- Management and co-ordination of the recruitment and selection of BSHS staff, including advertising, on-boarding and the preparation and management of employment contracts
- Maintenance of BSHS Human Resources Policies and Procedures in line with legislative and industrial award changes seeking best practice where possible
- Coordinate workers' compensation claims management and rehabilitation.

Technical Skills & Application

- Support the development of a confidential system for employees to share their concerns and suggestions to management.
- Ability to function within a fast-paced environment with an emphasis on being multi-skilled.
- High-level computer skills in both database and Microsoft Office programs.
- Demonstrated ability to follow ICT processes and adhere to ICT policies and procedures.

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- Support the Management and staff of BSHS with advice on employment conditions and the interpretation and application of EBAs and Awards.
- Make recommendations on remuneration packages for new and existing staff, including compliance and reporting
- Implement effective change management through the provision of advice on potential human resource impacts and issues as well as supporting employees through the process.

Teamwork & Communication

- At all times practices works within the strategic direction and values of Beaufort and Skipton Health Service.
- Proven ability to be a team player and contribute to a strong team environment.
- Work collaboratively with the Executive Team to develop human resource and workforce strategies and plans that align with BSHS's strategic and business plans.
- Support cultural change, workplace reform and restructuring initiatives that effectively engage staff through encouraging collaboration, respect and work life balance
- Foster an environment of achievement recognition and constructive feedback with effective performance management systems including performance review and development/appraisal systems
- In conjunction with Executives, Managers and the Education team, identify staff training and development needs and developed programs and activities are implemented to facilitate staff induction and orientation, professional development, career development opportunities and succession planning.

Quality / Safety & Risk Management

- Monitor compliance with Australian workplace legislation by keeping up to date with relevant legislations such as the Fair Work and Occupational Health & Safety Acts and regulations.
- Contribute to the development and implementation of equity and diversity management initiatives and legislative compliance requirements within BSHS.
- Evidence of understanding of the VHIMs system to log incidents – including OH&S or how to manage up these processes.
- Active participation in integrated risk management and quality improvement activities and accreditation processes and identify continuous improvement through communication and consultation with staff.
- Promotes a safe and healthy workplace and takes all reasonable care for personal safety and the safety of colleagues, patients, residents, clients, families/careers and visitors.

BSHS Accountabilities:

- Compliance with all BSHS Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Beaufort and Skipton Health Services Infection Control Manuals.
- Participation in the BSHS risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues.
- At BSHS we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagements amongst BSHS employees.
- BSHS is committed to a patient/client centred approach in the provision of health care and services, consistent with the BSHS values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues

POSITION DESCRIPTION

- You must ensure that the affairs of BSBS, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of BSBS.

3. Key Selection Criteria

- Knowledge, skill and ability in the provision of contemporary people and culture services including performance management, organizational development, OH&SW and injury management, enterprise bargaining skills, industrial relations and recruitment.
- Highly developed interpersonal, consultative, verbal and written communication skills
- Experience and skills in negotiation and change management
- Ability to contribute effectively as a participative and supportive team member and able to develop effective relationships with internal and external stakeholders
- Experience and skills in staff engagement strategies, planning and reporting
- Evidence of understanding, interpreting and applying relevant legislation, including EBAs and Awards
- Ability to empathise and engage with staff at all levels, while responsibly resolving critical issues.

Essential:

- Formal education and/or training in Human Resource Management or similar, or equivalent years of experience
- Excellent interpersonal and customer focused skills and negotiation skills

Desirable:

- Previous health service experience
- Experience in People and Culture management

4. Other Relevant Information

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- Appointment is subject to a satisfactory Staff Immunisation clearance, a satisfactory current Police Record Check and current Working with Children Check.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of the organisation.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An interim performance development and review discussion will occur with your Manager within your probation period from your commencement date and per annum. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.

EMPLOYEE SIGN:	
ISSUED:	

POSITION DESCRIPTION

REVIEWED:	
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