

**East Wimmera Health Service**  
**Position Description**

<b>Position Title:            HUMAN RESOURCE MANAGER</b>
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**Classification:**                    **In accordance with qualifications and experience**

**Responsible To:**                    Chief Executive Officer

**Salary and Conditions:**        In accordance with the Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015.

**POSITION SUMMARY:**

The Human Resource Manager is responsible for the efficient coordination and management of human resources, including recruitment, selection and employment, industrial relations, employee benefits, employee relations, organisational development, workers compensation and return to work programs.

**KEY SELECTION CRITERIA:**

Essential:

- Ability to respond to regulatory requirements and legislative changes as related to human resources.
- Strong interpersonal skills with all organisational levels and a high level of oral and written communication skills, including mediation and facilitation skills.
- Demonstrated ability to deal fairly and sensitively with people of diverse backgrounds and cultures.
- Ability to deliver quality strategic outcomes, meeting set deadlines in delivering outcomes.
- Current Victorian Driver’s License.

Desirable:

- Tertiary qualifications in human resources management or related field (or significant progress towards obtaining these qualifications).
- Proven and well developed leadership and management skills.
- Demonstrated ability to develop and implement strategic human resources policies and initiatives.
- Strong knowledge and understanding of the legislative and policy framework which underpins human resource management in the public sector.
- Understanding of change management principles and their application and the ability to act as a change agent.

**Key Result Area: HUMAN RESOURCE MANAGEMENT:**

Lead, manage and develop human resources management practices which are consistent with the strategic and business objectives, and the policies and procedures of the Health Service.

<b>Major Action</b>	<b>Performance Indicator</b>
Assist Executive Management in undertaking Workforce Planning	<ul style="list-style-type: none"> <li>• Feedback indicates efficacy of assistance</li> </ul>
Manage the recruitment and selection process as directed by Executive Management, maintaining necessary procedures including advertising, interviewing, referee checks and appointment and providing advice and assistance where required to Management and key personnel.	<ul style="list-style-type: none"> <li>• Cost, timeliness and effectiveness of recruitment.</li> <li>• Turnover</li> <li>• Grievances</li> <li>• Feedback from Managers indicates efficacy of assistance.</li> <li>• Recruitment and selection processes are effective and in accordance with EWHS policy.</li> </ul>

Regularly review orientation program in consultation with Executive Management and present human resource briefings during the orientation process.	<ul style="list-style-type: none"> <li>• Orientation program current and relevant.</li> <li>• Presents at orientation program.</li> </ul>
Implement and educate EWHS personnel in human resource policies and procedures to maximise effectiveness.	<ul style="list-style-type: none"> <li>• Human resources policies are effective and appropriate.</li> </ul>
Provide confidential employment counseling to EWHS personnel with appropriate referrals as required.	<ul style="list-style-type: none"> <li>• Employee referrals.</li> <li>• Confidential counseling provided.</li> </ul>
Assist in provision of qualified practitioners following incidents that require Critical Incident Debriefing in consultation with the relevant manager.	<ul style="list-style-type: none"> <li>• Assistance provided.</li> </ul>
Identify and encourage the professional development of staff.	<ul style="list-style-type: none"> <li>• Professional development of staff is encouraged in consultation with Senior Managers.</li> </ul>
Provide guidance, assistance and documentation during process of change within a department or across the whole Health Service.	<ul style="list-style-type: none"> <li>• Accuracy and timeliness of information provided.</li> <li>• Clear and concise communication.</li> </ul>

**Key Result Area: EMPLOYEE RELATIONS:**

Lead, manage and develop an organisational culture which fosters positive working relationships and supports the business and strategic objectives of the Health Service.

Major Action	Performance Indicator
Liaise with Union representatives on an operational basis, to develop and maintain healthy, proactive and positive relations between the Health Service, employees and Unions.	<ul style="list-style-type: none"> <li>• Feedback from key stakeholders indicates effective employee relations.</li> <li>• Disputes minimised.</li> <li>• Disputes resolved.</li> </ul>
Liaise with industry bodies regarding industrial relations issues and industrial change as directed by executive management.	<ul style="list-style-type: none"> <li>• Effective liaison achieved.</li> </ul>
Assist staff wherever possible to resolve and manage grievances in conjunction with Executive Management, with a confidential and sensitive approach.	<ul style="list-style-type: none"> <li>• Grievances resolved.</li> <li>• Feedback indicates assistance is appropriate and effective.</li> </ul>
Effectively oversee the administration of disciplinary, grievance and other procedures where required.	<ul style="list-style-type: none"> <li>• Feedback indicates assistance is appropriate and effective.</li> </ul>
Provide direct support to Executive and Managers in regards to performance management of EWHS personnel.	<ul style="list-style-type: none"> <li>• Feedback indicates assistance is appropriate and effective.</li> </ul>
Attend relevant briefings regarding legislation changes and provide advice to executive management on required changes or developments.	<ul style="list-style-type: none"> <li>• Attendance</li> <li>• Appropriate and timely advice provided.</li> </ul>
Develop and support teamwork, in conjunction with line managers, within the Health Service through leadership, role modeling and effective communication processes.	<ul style="list-style-type: none"> <li>• Team objectives are met.</li> <li>• Feedback indicates effectiveness in role.</li> <li>• Informal coaching/mentoring of staff is undertaken as required.</li> </ul>

**Key Result Area: RETURN TO WORK CO-ORDINATION:**

Provide specialist advice and coordinate a proactive and planned approach to the management of workers compensation claims management.

Major Action	Performance Indicator
Manage EWHS Return To Work procedures for injured staff in a confidential and supportive manner, liaising with Workcover agency and relevant medical advisors with the aim of assisting staff in recovery and returning injured staff to previous employment and minimise premium costs.	<ul style="list-style-type: none"> <li>• Feedback from key stakeholders indicates effective claims management.</li> <li>• Claims and premium costs.</li> <li>• Return to work programs.</li> <li>• Effective collaboration with Payroll Manager.</li> </ul>

Develop, implement and maintain an appropriate and comprehensive Workcover and Rehabilitation framework for the Health Service that assists the process of identifying and addressing risks resulting in workplace injury in a timely manner.	<ul style="list-style-type: none"> <li>• Policies, procedures and forms are current and accessible to all staff.</li> <li>• Risk register</li> <li>• Safety inspections</li> <li>• Incident and work injury reports and analysis.</li> <li>• Hazard/Corrective Actions reports.</li> </ul>
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**Key Result Area: ADMINISTRATIVE MANAGEMENT:**

Provide effective administrative management, consistent with business and strategic objectives of the Health Service.

Major Action	Performance Indicator
Represent EWHS at meetings, briefings and seminars including HR or IR briefings, Industrial Relations Hearings and Workcover Conciliation Hearings.	<ul style="list-style-type: none"> <li>• Attendance</li> <li>• Outcome of formal hearings</li> </ul>
Liaise with internal and external parties for, and on behalf of, Executive Management.	<ul style="list-style-type: none"> <li>• Liaison is appropriate and timely</li> <li>• Feedback from Executive Management</li> </ul>
Research and prepare reports and submissions for Executive Management.	<ul style="list-style-type: none"> <li>• Appropriate reports provided</li> </ul>
Maintain organisational structures and ensure accurate communication channels are displayed.	<ul style="list-style-type: none"> <li>• Organisational structures and communication channels are maintained and displayed.</li> </ul>

**Key Result Area: REGULATORY COMPLIANCE:**

Ensure EWHS compliance with all relevant legislation, regulatory requirements, professional standards and guidelines.

Major Action	Performance Indicator
Assist in the development and review of policies and procedures to ensure that EWHS maintains current and required policies and procedures to meet industry standards and legal requirements.	<ul style="list-style-type: none"> <li>• Assistance provided.</li> <li>• Policies and procedures compliant.</li> </ul>
Comply with professional code of ethics and code of conduct.	<ul style="list-style-type: none"> <li>• Requirements are met.</li> </ul>
Completion of applicable annual mandatory requirements: <ul style="list-style-type: none"> <li>➤ Emergency Procedures</li> <li>➤ Annual Declaration</li> <li>➤ Manual Handling</li> <li>➤ Infection Control</li> </ul>	<ul style="list-style-type: none"> <li>• Annual compliance achieved and documented.</li> <li>• Demonstrates knowledge in work performance.</li> </ul>
Oversee relevant documentation systems and standards.	<ul style="list-style-type: none"> <li>• Standard of documentation is appropriate and in line with relevant legislation and standards of practice.</li> </ul>
Monitor workplace injuries Implement and evaluate return-to-work programs for injured workers.	<ul style="list-style-type: none"> <li>• Workplace injuries are documented and investigated.</li> <li>• Return-to-work programs are implemented and evaluated.</li> </ul>
Ensure EWHS policy and procedures are promoted to staff, are implemented and evaluated as appropriate.	<ul style="list-style-type: none"> <li>• EWHS policy and procedures are adhered to and implemented effectively by staff.</li> </ul>
Ensure Human Resources activities are compliant with relevant legislation e.g. Accident Compensation Act 1985, Industrial Awards and Certified Agreements, Equal Opportunity Act, etc.	<ul style="list-style-type: none"> <li>• Compliance with relevant legislation is achieved.</li> <li>• Prompt and appropriate action is taken upon breaches.</li> </ul>

**Key Result Area: IMPROVING PERFORMANCE:**

Ensure quality service is delivered to clients through Continuous Quality Improvement activities within EWHS.

<b>Major Action</b>	<b>Performance Indicator</b>
Facilitate an environment in which staff contribute to improving performance.	<ul style="list-style-type: none"> <li>• CQI documents indicate involvement of staff in CQI activities.</li> </ul>
Maintain and promote Accreditation Standards and other relevant Standards.	<ul style="list-style-type: none"> <li>• Accreditation Standards and other relevant Standards are met and accreditation status is achieved.</li> </ul>
Participate in the implementation and evaluation of quality systems.	<ul style="list-style-type: none"> <li>• CQI forms are completed and presented at the Campus Quality Assurance Committee and Health Service CQI Committee.</li> </ul>
Contribute to the expansion of knowledge and ideas within the rural health sector.	<ul style="list-style-type: none"> <li>• When opportunities arise, participation in research and/or publishing/presenting findings is achieved.</li> </ul>

**Key Result Area: CUSTOMER RELATIONS:**

Communicate and liaise effectively with a wide range of stakeholders, including internal and external.

<b>Major Action</b>	<b>Performance Indicator</b>
Model best practice by prompt and appropriate management of internal and external customers.	<ul style="list-style-type: none"> <li>• CCC policy is reflected in customer relations.</li> </ul>
Facilitate and maintain effective communication with internal and external customers.	<ul style="list-style-type: none"> <li>• Feedback indicates communication is appropriate and effective at all levels.</li> </ul>
Actively seek customer feedback and act upon findings.	<ul style="list-style-type: none"> <li>• Feedback is attained, relevant issues identified and documented, and appropriate action taken.</li> </ul>
Identify and implement ways to improve service delivery to customers.	<ul style="list-style-type: none"> <li>• CQI activities related to customer service are achieved and documented.</li> <li>• Customer service is actively promoted.</li> </ul>
Ensure the delivery of a high standard of human resources services.	<ul style="list-style-type: none"> <li>• Services provided are of a high standard.</li> <li>• Feedback indicates communication with Directors and Managers is appropriate and effective.</li> </ul>

**Key Result Area: INFORMATION MANAGEMENT:**

Ensure systems and processes for the management of information are established and communicated at EWHS.

<b>Major Action</b>	<b>Performance Indicator</b>
Manage and formulate procedures for systematic retention, retrieval, transfer and disposal of records, in accordance with regulatory requirements.	<ul style="list-style-type: none"> <li>• Records are managed appropriately.</li> </ul>
Ensure that Departmental Manuals and other like documents are kept up-to-date.	<ul style="list-style-type: none"> <li>• Manuals are current and accessible to staff.</li> </ul>
Prepare ad-hoc reports as required	<ul style="list-style-type: none"> <li>• Reports provided</li> </ul>
Utilise information technology effectively to support role	<ul style="list-style-type: none"> <li>• Information technology use is efficient and effective</li> </ul>

**Key Result Area: PROFESSIONAL / PERSONAL DEVELOPMENT:**

Commit to ongoing education and professional development.

<b>Major Action</b>	<b>Performance Indicator</b>
Participate in and contribute to campus staff meetings and Health Service committees.	<ul style="list-style-type: none"> <li>• Participation is active and effective. Contributions are constructive.</li> </ul>
Identify own learning and development needs, actively pursue and participate in relevant educational programs and personal development activities.	<ul style="list-style-type: none"> <li>• Participation in learning and development activities is self directed and relevant to needs.</li> </ul>

	<ul style="list-style-type: none"> <li>• Learning and development is applied to management practices and evaluated.</li> <li>• Participation in annual appraisal is active.</li> </ul>
Maintain current professional knowledge and skills relevant to position.	<ul style="list-style-type: none"> <li>• Affiliation with relevant professional bodies is maintained.</li> </ul>
Participate in ongoing education to promote professional and personal development.	<ul style="list-style-type: none"> <li>• Attends appropriate education activities.</li> <li>• Implements and supports implementation of appropriate ideas/strategies gained from education.</li> </ul>

**EMPLOYEE OBLIGATIONS:**

The employee is required to maintain strict confidentiality with reference to all matters pertaining to patients/residents within the Health Service and without. Failure to observe this requirement may be regarded as misconduct warranting termination and incurring liability to penalty pursuant to Section 141 of the Health Services Act 1988.

The employee is required to take all reasonable care to ensure personal safety of others who may be affected by the acts or omissions of the employee in the workplace. (Occupational Health and Safety Act, Clause 25). The employee is required to participate in all safety programs as required by the Health Service.

East Wimmera Health Service Identification Badge must be worn at all times whilst on duty. This remains the property of the organisation and must be returned to the Pay Officer on termination of employment.

The employee is required to participate in the Continuous Quality Improvement to encourage excellence of care and cost containment within the Health Service.

The employee is required to participate in the Risk Management Program to ensure risks are identified and managed within the Health Service.

The employee is required to adhere to EWHS Code of Conduct.

**PERFORMANCE DEVELOPMENT AND REVIEW:**

A Performance Development and Review will be completed after the first six months of service and then as per the East Wimmera Health Service Performance Management Policy. The Performance Development and Review is to be discussed with / conducted by the Chief Executive Officer.

<p><i>Employee's Name:</i></p> <p><i>Employee's Signature:</i></p> <p><i>Date:</i></p>
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<p><i>Manager's Signature:</i></p> <p><i>Position Title:</i></p> <p><i>Date:</i></p>
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- Issued: July 2006*
- Review: Nov 2007*
- Review: Feb 2009*
- Review: Nov 2009*
- Review: Jan 2013*
- Review: July 2014*
- Review: March 2015*