

POSITION DESCRIPTION

Position Title:	Senior Leader People & Culture
Award:	Health & Allied Services, Managers & Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026
Classification:	Management & Administrative Officer Grade 6
Site:	This position is primarily based at our Hopetoun Street site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Ongoing
Position description developed:	March 2024
Responsible to:	Executive Leader Strategic Projects

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The People and Culture team provides a range of human resource (HR) services to the Bendigo Community Health Services (BCHS) stakeholders. The primary responsibility of the team is to provide an organisation wide approach in a contemporary, responsive, and professional manner whilst assisting individuals and leaders with the appropriate advice and support.

POSITION ROLE

Reporting to the Executive Leader Strategic Projects, the Senior Leader People and Culture leads the People and Culture team in the development and implementation of effective human resource management systems to support the progression and achievement of the BCHS strategic plan. The position provides both strategic and operational expertise to the CEO, Executive Leaders/Operations Managers, Senior Leaders, and employees on Human Resources related matters. To enable this the position will consult and collaborate with key stakeholders to support the provision of contemporary human resources advice on people matters or organisational issues as they arise.

The position supports the development of a highly capable, healthy, productive, and progressive workforce including:

- Human Relations matters include performance management,
- Professional development,
- Organisational design and development, engagement, reward and recognition,
- HR information systems, and
- Reporting and change management.

Direct reports include the People and Culture Senior Worker and Payroll Officer/s.

The Senior Leader People and Culture will oversee employee, payroll and industrial relations and organisational development activities as well as student placement and volunteer programs. The role will support the Executive and Senior Leaders as well as staff of BCHS with advice on employment conditions and the interpretation and application of EBAs and Awards. The Senior Leader People and Culture will implement effective change management through the provision of advice on potential human resource impacts and issues as well as supporting employees through the process.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Provide leadership that supports BCHS' vision, values, workplace culture and strategic plan.
- Model and promote BCHS' values in the workplace.
- Adhere to the BCHS' Code of Conduct, ensuring professional conduct is maintained at all times.
- Comply with all legislative requirements relevant to the position.
- Comply with policies, procedures, systems, and processes of BCHS and the relevant quality standards.

- Intellectual property remains the sole property of BCHS, unless otherwise confirmed in writing.
- Follow and promote safe work practices and procedures in accordance with BCHS' policy.
- Ensure equal opportunity principles are followed.
- There is zero tolerance of violence and bullying and harassment.

KEY TASKS AND RESPONSIBILITIES

Human Resource Operations:

- Deliver and oversee all elements of the employee lifecycle; recruitment, attraction, remuneration and benefits, onboarding, performance management, training and development, departures, terminations, and leave.
- Provide accurate and timely advice, information and/or recommendations to staff across the organisation on human resources matters to ensure that all policy, statutory and award obligations are met.
- Provide quality, timely advice and support to the CEO, Executive Leaders/Operations Managers in human resources management and/or employee relations issues including unsatisfactory performance management, disciplinary action, counselling to resolve problems before the formal grievance or disciplinary process is used and facilitating investigations and termination processes.
- With the support of the Executive Leader Strategic Projects oversee satisfactory workplace investigations into a wide variety of matters including allegations of employee misconduct and occupation health and safety (OH&S) matters.
- Consult with Victorian Hospitals Industrial Association (VHIA) to ensure that BCHS is positively represented during enterprise agreement negotiations.
- Effective implementation of enterprise agreement, awards, relevant acts and legislation, including oversight and process management of the periodic review of the enterprise agreement as required.
- Make recommendations on remuneration packages for new and existing staff.
- Develop the BCHS' strategic workforce plan to reflect changes in the internal and external environment including trends, external risks and proactively promote strategies to maximise workplace productivity and efficiencies.

Engagement and Culture:

- Act as the ambassador for the organisational culture and values ensuring they are upheld and embedded.
- Design and lead initiatives to maximise the engagement of employees creating a culture of trust, collaboration, and ownership.
- With the support of the Executive Leader Strategic Projects contribute to the management of organisational change using effective project management skills, communication, engagement, and leadership skills.
- Create and implement a learning and development framework aligned to high performance to ensure consistency, effectiveness and maximise knowledge sharing.
- Facilitate training to employees including induction, customer experience, team building, and effective communication skills.

- Create a performance development framework to maximise employee capability and succession planning across the organisation and embed a coaching culture.
- Oversee and review the performance review process in conjunction with end users.
- Facilitating the staff reward and recognition program and building employee engagement.

Administration & Documentation:

- Support staff to access the Employee Assistance Program
- Maintain all people and culture data – ensure that records are accurate in a timely manner. Provide monthly and ad hoc reporting as requested.
- Provide CEO, Executive and Senior Leaders with reports on human resources metrics, including absenteeism, turnover, People Matter Survey results, etc.
- Oversee the management and co-ordination of the recruitment and selection of BCHS staff.
- With the support of the Executive Leader Strategic Projects maintain BCHS 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.
- Monitor compliance with Australian workplace legislation by keeping up to date with relevant legislations such as the Fair Work regulations.
- Contribute to the development and implementation of equity and diversity management initiatives and legislative compliance requirements within BCHS.

Teamwork & Communication:

- At all times practice within the strategic direction and values of BCHS.
- Proven ability to be a team player and contribute to a strong team environment.
- Work collaboratively with the Executive Leaders to develop human resource and workforce strategies and plans that align with BCHS' 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 staff review and development performance reviews.
- In conjunction with Executive Leaders and Senior Leaders identify staff training and development needs and ensure developed programs and activities are implemented to facilitate staff induction and orientation, professional development, career development opportunities and succession planning.
- Other duties as directed.

Key Selection Criteria

Essential:

1. Tertiary qualifications in business management, human resources or related discipline.
2. Demonstrated experience in planning, developing, implementing and evaluating people and culture initiatives in a healthcare and/or community setting.

3. Demonstrated experience delivering end-to-end human resources services across the employee lifecycle.
4. Proven ability to influence appropriately to gain the commitment of peers in the identification of action plans and managing progress when there are competing priorities.
5. Excellent communication skills demonstrating a capacity to engage and build relationships with a diverse range of stakeholders.
6. Excellent skills in managing time, setting priorities, planning and organising work demands to achieve objectives.
7. High level skills in the use of Microsoft Office and experience in electronic people and culture management systems.
8. A current employee Working with Children Check
9. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable:

1. A current Driver's Licence.

PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

STAFF REVIEW & DEVELOPMENT (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

Expertise provided by the people and culture function in domains that include:

- Oversight of People and Culture team functions.
- Enterprise bargaining agreement interpretation and industrial relations management.
- Management of staff feedback, complaints, and grievances and disciplinary processes.
- Position evaluation and grading, remuneration, performance, learning, culture, engagement, workforce planning.
- Manage, and oversee consultations with employees, individuals and groups and advise the leadership team on developing industrial and employee-related issues.
- Consult with VHIA to ensure that BCHS is positively represented during enterprise agreement negotiations.
- Manage complex employee relations issues as they arise, preparing documentation to support the Executive Leader Strategic Projects to advocate on behalf of BCHS before the relevant statutory tribunals and/or to brief legal counsel as required.
- Coordinate in-service education programs for managers as per learning needs.

- Integrate and continuously improve the organisations people management and compliance systems.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of the BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

DIVERSITY AND CULTURE

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

CHILD SAFETY

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that *"Quality is everyone's business, safety is my responsibility"*

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

OTHER INFORMATION

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.

