WWHS

West Wimmera Health Service

Position Description

Position:	**Manager – People & Culture**
Location:	Based in Nhill, Victoria but may be required to work across all WWHS sites as mutually agreed upon
Reporting to:	Executive Director Quality & Safety
Division:	People & Culture
Award:	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016 - 2020
Level:	Dependent on skills, qualifications and experience as per Award

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Values

Strong leadership and management – we value our organization and will encourage exceptional professional skills and promote collaborative teamwork to drive better outcomes for our consumers.

A safe environment – the safety of our staff, patients, and visitors is fundamental to how we operate.

A culture of continuing improvement – the delivery of superior care to our consumers motivates a culture of quality improvement in all that we do.

Effective management of the environment – our service is managed in ways which minimizes our impact on the natural environment.

Responsive partnerships with our consumers – we maintain a productive relationship with our communities and stakeholders through open communication, honest reporting and a willingness to embrace constructive suggestions.

Our Strategic Directions

Strategy one	Empower our community to live their best life
Strategy two	Invest in population health
Strategy three	Build partnerships for healthier communities
Strategy four	Harness technology and innovation
Strategy five	Strengthen our workforce capacity

Position Relationships:

Key Internal Relationships	Key External Relationships
• Executive Team • Directors of Nursing • Departmental Managers • Staff • Volunteers	• Relevant government departments and agencies • Regulatory organisations and suppliers

Position Overview:

The position is responsible for the development, management and provision of the Service's People and Culture function.

Key Selection Criteria:

Essential:

1. High level communication, negotiation and conflict resolution skills.
2. Worker screening clearance – police check, working with children check and DWES (Disability Worker Exclusion Scheme check)
3. Undergraduate Tertiary qualification in Human Resource Management or a related discipline at Bachelor Degree level
4. Business management skills and experience.
5. Strong leadership skills.
6. Demonstrated ability to promote a culture of continual improvement resulting in positive and best practice outcomes.
7. Knowledge of relevant employment related laws, regulations, awards and enterprise agreements.
8. Clear understanding of privacy and confidentiality requirements in the context of the healthcare industry.
9. Experience in a similar role.
10. Proven ability to build rapport with a wide range of people at all levels, and influence, negotiate and clearly communicate to deliver satisfactory outcomes.
11. Demonstrated ability to guide, mentor and develop staff, deliver constructive feedback and deal with under-performance promptly and sensitively.
12. Experience working with senior executives and boards of management.
13. Victorian Driver's Licence (depending on the position this may move to key selection criteria)

Desirable:

14. Post graduate management qualifications.
15. Experience in the healthcare industry.
16. Experience in managing relationships with government departments.

Key responsibilities:

Strategic

1. Provide the strategic leadership and developmental direction in relation to all Human Resource (HR) and Industrial Relations (IR) functions striving towards an optimal level of service quality and cost effectiveness.
2. Provide relevant advice to the Executive Team and Board of Directors as required.

3. Ensure areas of responsibility comply at all times with all relevant quality assurance standards.
4. Formulate, contribute to and maintain the Service's HR strategic planning process to be financially sustainable, providing best value services aligned with the financial plan, funding models and the goals of the Service.
5. Formulate a Service-wide Workforce Plan and review annually.
6. Contribute actively to meetings and forums as appropriate.
7. Ensure relevant reports to relevant authorities and agencies are accurate and submitted within required timeframes.
8. Remain aware of and adhere to all Service policies and procedures as amended from time to time, including the Code of Conduct and Instrument of Delegation
9. Accept accountability for own actions and seek guidance from others as and when required.
10. Carry out the role of the Service's Protected Disclosure Co-ordinator.

Human Resources

11. Ensure appropriate interaction and service integration with all Service employees and departments as required. Such interaction must at all times be, and be seen to be, in a respectful and positive manner.
12. Define, establish and work towards objectives for the People and Culture Department including addressing the recommendations contained in the 2017 Organisational Culture Review
13. Manage the Service's participation in an annual employee survey (currently the People Matter Survey) and prepare an action plan to enact the Service's response to the survey's results.
14. Co-ordinate and chair allocated committee meetings as required including the People and Culture Committee.
15. Formulate, recommend and review people and culture related policies and procedures. Investigate and study new developments and best practice methods with a view to introducing these into the Service's operations in consultation with the Executive Team.
16. Act as a point of contact for Service employees with unresolved HR issues and work in conjunction with appropriate staff (i.e. Executive Directors, Managers, Return to Work Coordinator) in order to assist in the satisfactory resolution of such issues.
17. Develop and maintain an HR Issues Register in an appropriate and secure form.
18. Develop and maintain the Service's Contact Officer Program.
19. Ensure West Wimmera Health Service complies with all HR and IR related legislative requirements, Auditor General Guidelines and Department of Health and Human Services directives, and other regulatory requirements as applicable and as issued from time to time.

Industrial Relations

20. Provide advice to management on important HR and IR issues as they may relate to and impact the Service and its employees.
21. Create and maintain a working relationship with Employee Representative Organisations (Unions) at all times.
22. Training and Development

23. Work effectively with the Service's Education Officer to ensure appropriate training is delivered to relevant staff in relation to people and culture issues including but not limited to: unacceptable workplace behaviour; discrimination; diversity: change management; negotiation; and workplace communication and engagement.
24. Assist in ensuring ongoing compliance by all Service employees (including self) with all mandatory education / competency requirements.

Performance Indicators:

25. Feedback from the Executive Team, Directors of Nursing and Departmental Managers relating to the quality of service and appropriateness of the level of support provided.
26. Evidence of relevant objectives developed, set and achieved and that appropriate processes are in place and efficiently maintained.
27. Attendance and chairing of allocated meetings.
28. Timeliness and accuracy of reporting, internally to the Board of Directors, Executive Team, Senior Management and employees, and externally to relevant agencies and authorities.
29. Evidence of effective and ongoing compliance with quality of care accreditation.
30. Maintenance of currency of all HR and IR related Service policies and procedures.
31. Evidence of attendance and contribution towards all meetings relevant to role.
32. Evidence of compliance with all HR and IR related legislative and regulatory requirements.
33. Demonstrated accountability for actions and evidence of seeking guidance where required.

Statement of duties:

Professional Practice:

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.

Quality & Safety:

- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
- Ensure any risks are identified and reported promptly.
  Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Executive Director Quality & Safety
- Identify Human Resource, Culture and Industrial Relations risks within the Service and actively work with the Executive, Managers and Staff to institute control measures to mitigate the risk

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with customers, volunteers and WWHS management and staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.

Direct Reports:

- Return to Work Coordinators
- Education Coordinator
- Clinical Teachers
- Training Support Officer

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

Authorised By	**Darren Welsh – Executive Director Quality & Safety**
Name:	
Signature:	**Date:**

Position Incumbent Name:	
Signature:	**Date:**