

Briefing document

Organisation: West Gippsland Healthcare Group

Position: Human Resources Manager

Location: Warragul

Date: March 2024

The Organisation

OVERVIEW

The West Gippsland Healthcare Group (WGHG) is a sub-regional provider of health services located in the Shire of Baw Baw, located approximately 100km east of Melbourne. Services include the Community Services Centres in Warragul and Trafalgar, the Rawson Community Health Centre, Coinda Lodge Aged Care Residence, Andrews House Aged Care Residence, Warragul Linen Service and the West Gippsland Hospital. The Healthcare Group has 110 Aged Care and 102 Hospital beds, and provides a broad range of services including acute medical and surgical, paediatric, obstetrics & gynaecology, emergency, aged care and community services. The primary catchment area is the Shire of Baw Baw, although patients also present from other Local Government Areas in Gippsland and outer Melbourne.

VISION

To deliver the best health outcomes for the West Gippsland community

MISSION

To improve the health and wellbeing of our community by enabling access to high quality, contemporary, person-centred healthcare

VALUES

Our behaviours and decision-making centre around our values of:

Respect – we treat others as we would like to be treated

Leadership – we role model the desired behaviours and speak out when this is not demonstrated

Accountability – we take personal responsibility for our actions and results

Collaboration – we work effectively with our consumers, staff and community

Improvement – we look for opportunities to improve our services and outcomes

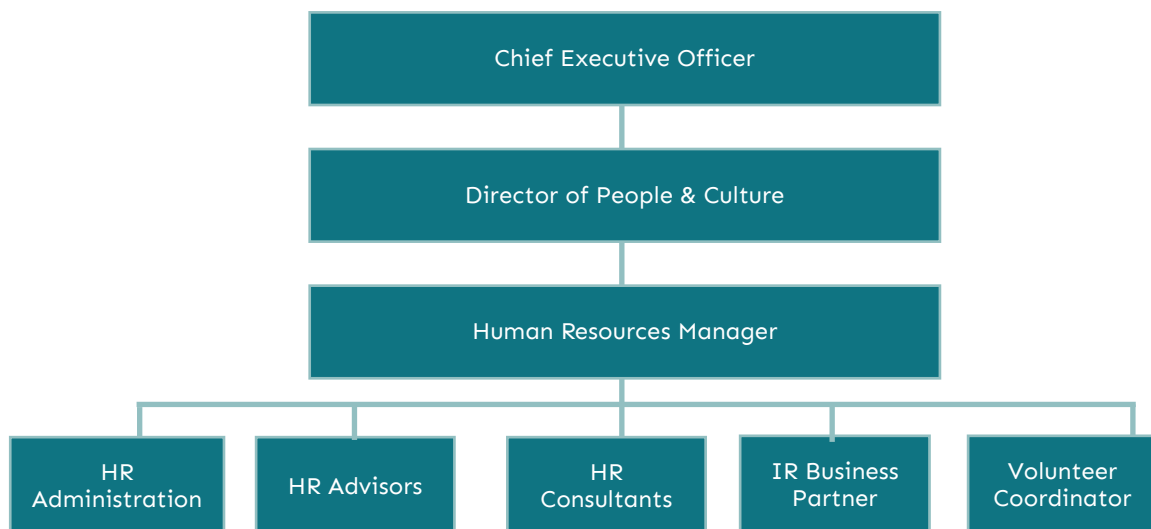
Further information can be found [here](#)

The Position

REPORTING RELATIONSHIPS

Position:	Human Resources Manager
Reports to:	Director People & Culture
Reports:	HR Administration HR Advisors HR Consultants IR Business Partner Volunteer Coordinator

Direct reporting line:



The Human Resources Manager will be required to liaise with:

Externally:

- A range of HR practitioners from similar organisations and HR peak bodies
- Victorian Public Sector Commission
- Department of Health (DoH) and other Government bodies as required
- Victorian Hospital Industry Association (VHIA)
- Industry relevant unions and employee representatives

Internally:

- Learning and Development Team
- Payroll Team
- Health, Safety & Wellbeing Team
- Contractors engaged by the organisation
- Workforce Attraction and Retention Specialist
- Unit/Department Managers and Employees
- Members of the Executive as required

ROLE OVERVIEW

The position is responsible for ensuring the delivery of a high-quality Human Resources (HR) service across the West Gippsland Healthcare Group and for providing exemplary leadership to the HR team. The position is responsible for developing and implementing capacity building projects in relation to HR functions and in providing HR support and advice to WGHG managers and executive staff.

HR services within this portfolio include workforce planning, employee relations, industrial relations, recruitment, selection and retention, policy development and implementation, orientation and on-boarding, performance management, discipline and grievance management, award negotiation, interpretation and implementation, financial impact analysis of EBA increments/updates, change impact management, volunteer coordination, HR projects management, people analytics and data management and all other general HR functions.

SPECIFIC DUTIES & RESPONSIBILITIES

Strategic

- Lead the delivery of organisation wide HR projects in line with strategies and action plans
- Support the development of strategic, business planning, change and project management activities in relation to HR services
- Support, guide and educate departmental managers in all aspects of HR, pertaining to the strategic management of their teams
- Promote and model an exemplary standard of customer service and best practice human resource management
- Ensure the development and implementation of a WGHG performance management framework, benchmarking against industry best practice
- Work in conjunction with other managers and their teams to develop strategic initiatives relating to employee engagement, employee wellbeing, employee consultation and inclusion
- Provide regular reports and statistics as required

Policy and protocol development

- Review, develop and implement a full complement of HR policies and procedures to ensure WGHG remains compliant with relevant employee legislation and demonstrates best practice

Contracts | awards | collective agreements

- As appropriate, participate in industrial meetings regarding the negotiation of agreements relevant to WGHG and maintain communication with relevant external stakeholders
- Maintain a working knowledge of all Awards and Agreements relevant to WGHG and industry trends and themes to ensure proactive approach

Workforce planning

- In conjunction with the Workforce Attraction and Retention Specialist and other key positions contribute to the WGHG workforce strategy, identify workforce challenges and make recommendations to support staff attraction and retention, and succession planning
- Capture workforce feedback and identify patterns and themes within the workforce

Leadership

- Monitor and lead direct reports to ensure achievement of department Key Performance Indicators
- Ensure monthly team meetings, and regular one on one meetings are held with department staff to ensure appropriate two-way communication is maintained
- Actively participate in ongoing professional development opportunities to ensure awareness of industry developments and trends
- Manage planned and unplanned leave requests and roster the department accordingly to ensure provision of vital services to WGHG
- Model and actively support the values of the organisation and leadership programs
- Undertake performance appraisals annually with all direct reports
- Monitor and process Kronos time cards for all direct reports
- Identify top talent within the department and build sustainability and succession to provide coverage during times of leave
- Ensure all assets under the jurisdiction of the department are well maintained and accounted for
- Manage operational budget and business planning activities
- Communicate with staff and stakeholders in a positive manner that promotes and upholds the values, strategies and directives of WGHG

Confidentiality

- Ensure that any personal, private or sensitive information obtained regarding a staff member or client remains confidential
- Demonstrate a commitment to maintaining strict confidentiality of all personnel and grievance data

Personal responsibilities:

- Work within the organisation's vision and mission
- Comply with record keeping policies and standards
- Comply with all Occupational Health & Safety Regulations
- Comply with all legislative requirements
- Uphold the organisation's commitment to providing patient centred care in a culturally aware and respectful manner
- Complete mandatory training annually that has been identified as being a requirement of the position
- Uphold the organisation's commitment to child safety and proactively manage the risks of abuse to children
- Participate in continuous quality improvement
- Ensure that effective lines of communication are maintained with key stakeholders
- Participate in an annual performance appraisal every 12 months
- Practice Health Literacy principles in everyday practice
- Actively seek feedback from stakeholders (health professionals, consumers, carers and the community)

The Person

SKILLS AND ATTRIBUTES

Qualifications | experience

Mandatory:

- Bachelor degree in Human Resources, Employee Relations, Business or similar
- Professional experience and expertise in a senior leadership position, with demonstrated ability to manage, motivate and support a high-performing team and provide clear coaching and direction
- Extensive experience with management of end to end human resources functions, including but not limited to: recruitment and selection, onboarding and off-boarding, performance management and employee relations
- Experience in the use of People Analytics and the management and oversight of key performance indicators and data management
- Ability to interpret employment contracts, modern awards and relevant legislation
- Previous experience within a hospital or healthcare environment
- Strong interpersonal, verbal, and written communication skills coupled with the ability to build successful relationships with internal and external stakeholders
- Experience in delivering HR training and education programs
- Knowledge of Performance Management Frameworks.

Desirable:

- Previous experience negotiating Enterprise Agreements
- Previous experience of engagement with unions and union delegates
- Experience of change management and organisational culture
- Membership of Australian Human Resources Institute and/or other associated Industry bodies

Key selection criteria

- Ability to develop and implement a Human Resources strategy aligned to organisational needs
- Excellent negotiation and communication skills, both written and oral, with a proven ability to influence outcomes where there are competing objectives and priorities
- Ability to develop a high performing culture, incorporating succession planning
- Advanced analytical skills with the ability to analyse data and produce high quality, comprehensive business reports
- Ability to be accountable for the integrity of outputs and achievement of significant standards of performance benefiting the entire organisation
- Ability to develop, interpret and implement policy with demonstrated attention to detail
- Proven organisational skills with an ability to meet deadlines and work under pressure in a high volume, fast paced work environment
- Excellent time management skills with the ability to prioritise workload and handle multiple tasks simultaneously

Personal attributes

- An inspirational and engaging leadership style
- Commitment to providing a customer focused service
- Capacity and willingness to be flexible and adaptable
- Commitment to corporate vision, mission values and agreed critical strategies
- Commitment to ongoing education and professional development
- Thorough understanding and respect for confidentiality requirements
- Professional appearance and approach

CONDITIONS OF EMPLOYMENT

- Employment is subject to:
 - Provision of satisfactory Police Record Check
 - Provision of valid Working with Children Check
 - Entitlement to work within Australia
 - Completion of COVID-19 full vaccination program (unless holding a valid exemption) and evidence of other mandatory vaccinations
- Six months' probationary period
- Comply with all WGHG policies and procedures