

## Position description

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# Employee Relations Manager

## Position details

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Position title:	Employee Relations Manager
Employment Status:	Full Time
Classification and Salary:	SMSR Level 2 (band dep on skills & exp)
Location:	Neami Head Office, Preston
Hours:	Monday to Friday Flexible Hours
Contract details:	Permanent

### Organisational context

The Neami Group provides community-based recovery and rehabilitation services that support people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals.

Our vision is full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

The Neami Group is made up of the organisations Neami National and Mental Health and Wellbeing Australia (Me Well).

Neami National is one of Australia's largest and most innovative mental health providers and in 2017, Neami National celebrates 30 years' of supporting people living with mental illness.

Established in 2016, Me Well is a wholly owned subsidiary of Neami National and a provider of specialist mental health services under the National Disability Insurance Scheme (NDIS).

The Neami Group is committed to demonstrating the highest standards of safety and quality across all our services. Quality, safety and clinical governance activities are key components of the role and responsibilities of all staff and an essential process in the provision of safe and high-quality support services.

We acknowledge and value diversity and inclusion – we know that it makes our teams, services and organisation stronger and more effective.

We are a smoke free organisation.

## Position overview

As part of the People and Culture department, we are looking to appoint an Employee Relations Manager who will play a key leadership role within P&C and broader Neami organisationally. The Employee Relations Manager is responsible for supporting the employee relations capability of the business. This position provides specialist advice and support to business partners who are responsible for employee disputes and grievances, negotiating and the administering of industrial instruments, proactive ER initiatives and oversee the work of the National WHS Coordinator.

The successful candidate will be able to coach members of the PCC team on all matters related to case management, performance disputes, industry awards and enterprise agreements. You will have experience working within the health industry and have previously supported the business in an advisory capacity including experience within EBA negotiations.

You will bring enthusiasm and commitment to providing consistent and timely advice in line with relevant legislation. With an eye for detail and good problem-solving skills you will find your place among a team of open-minded colleagues, committed to innovating where we see the opportunity. You will be a passionate leader, who is dedicated to developing your team and providing your direct reports with a learning and can do environment.

Most of all, you will enjoy working in a collaborative and friendly team contributing to improved outcomes for people living with a mental illness in Australian society.

## Conditions of employment

The terms and conditions of employment will be in accordance with the Senior Management & Specialist Remuneration Structure Level 2, dependent on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

- Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant.
- You must maintain a right to work in Australia, for the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.

## Key responsibilities

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- Provide coaching, advice and guidance to PCC department in relation to all employee relation matters, as well as award application and interpretation across all agreements and remaining abreast of IR/HR industry trends and legislative changes.
- Assist to lead investigation processes in relation to ER concerns and resolve workplace conflict in a fair, timely and efficient manner consistent with due process and employment legislation.
- Provide support and guidance to the business partners and state and regional managers for more complex IR/ER matters.
- Case Manage through to timely resolution IR/ER matters in the workplace and applications in external tribunals.
- Increase organisational knowledge and capability to deal with IR/ER issues at a local level across each of the services and head office by developing and running information sessions and training workshops.

- Support contract and variation preparation, including provision of expertise determining correct classification and salary level.
- Oversee the work of the National WHS coordinator to ensure the effective systems and processes are in place to ensure a safe and healthy workplace.
- Actively work with the National WHS Coordinator and the business partners to effectively manage incidents and injuries, work-cover claims and return to work
- Work closely with Payroll to ensure staff are paid correctly.
- Provide expert advice and guidance regarding the ER/IR related aspects of major projects.
- Assist in enterprise bargaining as directed.
- Provide advice with reclassification requests in particular for senior and executive roles, undertake salary benchmarking initiatives as required.
- Keep abreast of industrial relations legislation, case law and other relevant changes.
- Assist the Manager, People & Culture with HR Projects, as required.
- Drafting of industrial / employment law documentation such as agreements, letters, EBA clauses, contractual documentation, FWC documents.
- Provide regular advice and training to line managers and the People team on contemporary industrial relations practice
- Ensure activities related to the client group comply with relevant legislation and EBAs.

## Experience Required

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- Experience working within the Health industry
- Previous ER or Employment Law experience, within an advisory role
- Extensive experience in advising managers and staff on ER matters, running investigation and grievance processes;
- Strong knowledge of the Modern Award system and National Employment Standards
- Experience managing employee matters such as disciplinary action, redundancies, and performance management
- Understanding of WHS legislation and work-cover management
- Experience with undertaking salary reviews
- Previous experience with reviewing and negotiating an EBA would be desirable
- Excellent communication skills are essential both verbal and written
- Qualifications in law, industrial relations or human resources are preferred