

Position Description

Position Title	Manager, People and Culture
Division	People & Culture
Classification Grade and Level	Management and Administrative Officer, Grade 6
Enterprise Agreement / Award	Health and Allied Services, Managers and Administrators HSUA 1 & 5 2018-2022
Employment Terms	Full-Time, Fixed-Term (1 EFT), 12 months contract (maternity leave)
Reports To	Executive Manager, People and Culture
Ordinary Location	23 Lennox Street, Richmond
Vaccination Status	Current and compliant with the Victorian Health Care

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: www.nrch.com.au

Position Purpose

The Manager, People and Culture is a key senior leadership role reporting to the Executive Manager, People and Culture.

This role calls for an experienced HR & IR professional to lead a team responsible for the provision of operational and strategic human resource functions for NRCH, including the leadership and management of industrial and employee relations, injury management, HR business partnerships, recruitment, learning and development, workforce planning, analytics and reporting.

In respect of the above functions, the role leads policy development and reviews, HR program development, design and implementation of People & Culture processes and initiatives, and develops people metrics and reporting mechanisms across all programs.

A key objective for the Manager, People and Culture is to continue to build a mature business partnering model that provides exceptional service delivery in HR business partnering, systems implementation and process improvement, where workforce skills and capabilities are optimised.

Key Responsibilities/Skills

- Reporting to the Executive Manager, People and Culture and working closely with the CEO and Executive Team, provide high level authoritative advice on strategic, tactical and

operational human resource management strategy to support and build the capability and culture of NRCH.

- Lead a small high performing team in the effective delivery of a broad range of HR programs, services, information and provision of advice to clients to support organisational objectives. These include, business partnering, recruitment, learning and development, safety and wellness, industrial and employee relations.
- Ensure all HR related policies, procedures and systems are well established and align with the NRCH Strategic Plan, and relevant application of industrial instruments including the relevant Awards and Enterprise Agreements.
- Identify and manage complex risks and issues associated with the HR function; including management of all operational industrial relations matters through helpful, prompt and clear communication between all parties, and taking proactive action where necessary in response to award/agreement imperatives.
- Provide leadership to identify and implement developmental programs to support NRCH managers with a focus on building high performing teams and fostering a positive workplace culture.
- Manage the provision of timely and expert WorkCover and Injury Management advice, administration and coordination, including RTW activities.
- Provide workforce reporting and analytics with recommendations and action plans to support the current and future capability requirements.

Key Capabilities

Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

Decision making:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

Leadership:

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day to day operations.
- The ability to build capacity within the team s to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

Action Management:

- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Client Focus:

- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.
- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the General Manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

Qualifications

Essential	<ul style="list-style-type: none"> • A relevant tertiary qualification and membership of the Australian Human Resources Institute would be well regarded.
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Experience

Essential	<ul style="list-style-type: none"> • Demonstrated experience in, and knowledge of, the development, implementation and management of Human Resource Management strategy, policy, governance and risk management frameworks, preferably gained in a public/community sector environment. • High-level capability in the provision of technical HR/IR expertise and in leading and motivating a team of professionals, including setting team objectives, assigning team priorities, managing performance standards for individuals and creating a positive workplace culture.
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	<ul style="list-style-type: none"> • Demonstrated experience in developing programs, policies, guidelines and interventions that are consistent with business objectives and organisational values. • Excellent analytical and problem-solving skills and a record of achievement in generating practical and innovative solutions to support organisational objectives.
Essential Attributes	<ul style="list-style-type: none"> • Demonstrated knowledge of contemporary HRM practices and thought leadership. • Excellent interpersonal skills with the ability to develop and sustain strong business partnerships with internal and external stakeholders, with strong negotiation skills and the ability to gain cooperation and influence views. • Highly developed written and verbal communication skills, including the preparation of HR reports and analytics. • Demonstrated negotiation and problem-solving skills, including proven ability to negotiate a solution to a problem with multiple parties.
<p>Appointment is subject to:</p> <ul style="list-style-type: none"> • Successful National Police Check • Evidence of current Working with Children check <p>Physical Demands of the role:</p> <ul style="list-style-type: none"> • Sitting for long periods of time • Frequent walking and moving through stairs in the building • Ability to work in Moderate Stress; • Ability to adapt to change in the work place; • Working with clients who are distressed / Uncooperative / Unpredictable. 	

Internal Training Requirements

Topic	Timeframe for completion
NRCH Code of Conduct	3 months
Bullying and Harassment for Managers	3 months
Cultural Competency	3 months
Hand Hygiene	3 months
Social and Digital Media and the Workplace	3 months
Cybersecurity	3 months
Occupational Health and Safety	3 months
Department of Health: COVID-19 Training	3 months
Victorian Health Incident Management System - Incident Reporting	3 months

Working with Vulnerable Children

3 months

All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact Human Resources on workforus@nrch.com.au.

I understand and have read the above Position Requirements and hereby declare that I am:

1. *suitably qualified and experienced to undertake the duties described herein; and*
2. *physically able to undertake the duties herein described without modification.*



SIGNATURE
[INSERT NAME]:

____/____/____
DATE:

Job Demands Checklist

North Richmond Community Health endeavors to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				