

# Restructure Plan

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Organisation Design Project

People & Culture Directorate  
Phase 3

**February 2024**

# Restructure Plan

## 1. Reason for ISLHD undertaking Organisation Design Activity

- It has been seven years since ISLHD has formally reviewed its organisational structure.
- In late 2022, Ernst and Young undertook a review of the ISLHD senior management structure to ensure roles and responsibilities aligned to meet the evolving needs of the District.
- During January 2023 the Core Executive Team reviewed the recommendations and together worked through which elements might be applicable for ISLHD, and which might need some refinement to drive forward a transformation for ISLHD.
- A decision has been made to take forward the Organisational Changes within a project framework as it is acknowledged that this is a transformational journey for ISLHD involving the integration of structure, processes and people to support the implementation of strategy. The delivery approach is for all the organisational changes to be rolled-out in a Phased approach.

## 2. Phase 1 Scope – People and Culture Directorate effective 3 July 2023

- In April 2023 formal consultation was undertaken in relation to Phase 1 of the Organisation Design Project.
- Phase 1 scope delivered a dedicated People & Culture Directorate by dissolving the Strategic Improvement Programs (SIP) Directorate and:
  - Repurposing the Executive Director SIP as Executive Director People & Culture
  - Retaining the following positions:
    - Director Workforce Relations & Development
    - Director Staff Safety & Recovery
    - Director Organisational Development & Wellbeing
    - Executive Assistant
- Changing the reporting lines for the following roles to the People and Culture Directorate as part of Embedded Business Partner Model, with the existing Position Description and Job title unchanged for Phase 1:
  - Workforce Support Managers, Coordinators and Officers to People & Culture Directorate under Workforce Relations and Development
  - Safety Advisors and Manual Handling Coordinator to move to People and Culture under Staff Safety and Recovery
  - Culture Improvement Manager (previously in ICMHPIP) under the Director Organisational Development and Wellbeing.

## 3. Phase 2 Scope – Recruitment and Employee Services effective February 2024

- In September 2023 a revised structure was proposed for Recruitment and Employee Services, which included existing positions within the Workforce Relations and Development team.
- Formal consultation regarding this proposed restructure concluded in October 2023 and the new Recruitment and Employee Services structure is in the process of being implemented.
- This phase considered lessons learned from piloting a centralised Workforce Support Officer team, the Nursing & Midwifery Attraction, Recruitment & Retention project outcomes and the recommendations of the NSW Health People & Culture Future Health project.

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## 4. Phase 3 Scope – Workforce Support and Workforce Relations

- This phase will focus on creating a sustainable, best practice embedded business partner model supported by centralised teams delivering specialist People and Culture functions in operating models that are efficient and innovative. The aim is to ensure services align and are responsive to the evolving needs of the organisation.
- It is proposed that Workforce Analysis & Reporting and Workforce Development are realigned to report under the Organisational Development and Wellbeing portfolio and that the Manager Workforce Operations reports directly to the Executive Director People and Culture. This will ensure dedicated focus and leadership to deliver a high quality business partnering and workforce relations function.
- It is proposed that:
  - The WSMs are repurposed as standalone People & Culture Business Partners (PCBPs) allocated to business unit/s and are a key member of their Hub/Service Executive team/s.
  - The Workforce Support Coordinators (WSCs) are centralised to form a People Partners team but continue to be allocated to business units to support the operational management of people issues.
  - The role of Senior Manager People Partners is created to manage this operational team and to ensure the delivery of consistent, timely and quality advice and support.
  - The responsibilities of the Senior Manager Investigations are reallocated to the Senior Manager Workforce Relations, Policy and Practice and the Senior Manager People Partners.
  - The Senior Manager Workforce Relations, Policy and Practice will work closely with the Senior Manager People Partners to manage work demands; provide expert input and guidance on complex matters; and to collaborate on matters that have escalated or require a coordinated approach, including policy, education and project work.
  - The Workforce Relations Coordinator will be integrated within the People Partner team with some responsibilities reallocated so that there is capacity to also take on responsibilities as a People Partner.
  - The role of HR Advisor will be created to take on lower-level People Partner responsibilities and improve succession planning.
  - The Workforce Relations Support Officer will be repurposed as a HR Graduate role so that there is the opportunity to attract candidates at entry level and improve succession planning.
  - The Workforce Development Support Officer will be repurposed (and regraded) as the People & Culture Administration Officer to provide administrative support the broader team.

## 5. Phase 3 - Reason, benefits and likely impact

- The proposed restructure aligns to changes to the ISLHD structure as part of the Organisation Design project and considers other influences including:
  - the NSW Health People & Culture Future Health project recommendations;
  - a review of other LHD People & Culture structures and roles; and
  - feedback obtained via informal consultation over the past 6 months.

## Restructure Plan

- Under the decentralised workforce model, workforce support teams were well positioned to support local decision making and action on operational workforce issues with a direct reporting line to the Hub/Service General Manager/Director. However, there was limited capacity for Workforce Support Managers (WSMs) to act as strategic business partners, develop manager capability, drive forward District priorities.
- The PCBPs will retain the focus on supporting local decision making by actively integrate the organisation's strategy with people management practices, policies and interventions. The role will connect the business and the P&C functions and act to broker solutions to meet business needs. They will provide advice and support to leaders on strategic issues and help to implement high-performing, integrated practices that ultimately help the organisation achieve its strategic goals.<sup>1</sup>
- The creation of the People Partner team will centralise the operational HR function (and separate it from the PCBPs day to day responsibilities). This will ensure ISLHD has flexibility and coverage of limited resources across the district to respond to varying workloads. Within the team there will be flexibility for the People Partners to be reallocated due to workload demands, to provide the required expertise or as a development opportunity, or to provide a more independent perspective. The operating model will focus on improving employee/customer experience and generating capacity by simplifying and standardising processes including how enquiries are managed.
- The proposed structure aims to:
  - increase the flexibility of roles to adapt and respond to changing priorities;
  - improve consistency and quality of advice, practices and outcomes;
  - streamline and wherever possible digitalise/automate processes to improve timeframes and create capacity;
  - support a person centred approach focused on elevating employee experience;
  - improve manager capability to deal with people issues at their lowest level;
  - provide coverage during periods of leave or vacancies and shifting workload; and
  - improve career development opportunities and succession planning.

### 6. Proposed Staff Change Impact

It is proposed that the following positions are deleted:

	Position Title	Classification	FTE
1	Workforce Support Manager NIHG	Health Manager Level 3	1 FTE
2	Workforce Support Manager SIHG/Divisions	Health Manager Level 3	1 FTE
3	Senior Manager Investigations	Health Manager Level 4	0.63 FTE
4	Workforce Relations Support Officer	Administration Officer Lvl 5	1 FTE
5	Workforce Development Support Officer	Administration Officer Lvl 5	1 FTE

<sup>1</sup> P&C for Future Health – Better Practice Business Partnering, NSW Health

# Restructure Plan

It is proposed that the following new positions are created:

	<b>Position Title</b>	<b>Classification</b>	<b>FTE</b>
1	People & Culture Business Partner IHG	Health Manager Level 3	1 FTE
2	Senior Manager People Partners	Health Manager Level 4	1 FTE
3	HR Graduate (temporary for 2 years)	Administration Officer Lvl 5	1 FTE
4	PAP&C Administration Officer	Administration Officer Lvl 4	1 FTE
5	HR Advisor*	Health Manager Level 1	1 FTE

*\* This position will be utilised to backfill temporary vacant hours against the People Partner FTE OR if there are permanent vacant People Partner hours, the position (1 FTE) will be converted to create a permanent HR Advisor to support succession planning.*

It is proposed that the following positions have a position title change and updated position description:

	<b>Position Title</b>	<b>Classification</b>	<b>FTE</b>
1	Workforce Support Manager SHG, Medical Services, District & Corporate Services, ICSMH (People & Culture Business Partner)	Health Manager Level 3	4 FTE
2	Senior Manager Workforce Relations (add .. Policy and Practice)	Health Manager Level 4	1 FTE
3	Director Workforce Relations & Development (Director PCBPs & Workforce Relations)	Health Manager Level 5	1 FTE

It is proposed that the following positions are repurposed with a changed reporting line, position title change and updated position description:

	<b>Position Title</b>	<b>Classification</b>	<b>FTE</b>
1	Workforce Support Coordinator (People Partner)	Health Manager Level 2	6 FTE
2	Workforce Relations Coordinator (People Partner/Workforce Relations Coordinator)	Health Manager Level 2	1 FTE

It is proposed that the following positions have a changed reporting line only:

	<b>Position Title</b>	<b>Classification</b>	<b>FTE</b>
1	Manager Workforce Operations	Health Manager Level 3	1 FTE
2	Workforce Analysis & Reporting Coordinator	Health Manager Level 2	1 FTE
3	Workforce Development Manager	Health Manager Level 3	1 FTE

# Restructure Plan

## 7. Current and proposed organisational charts

### 6.1 Current Structure

See attached

### 6.2 Proposed Structure

See attached

## 8. Current and proposed position descriptions

See attached

## 9. Proposed Timetable for implementation

Action	Date (week commencing:)
Affected staff advised individually of proposed changes/restructure plan	25.3.24
All People & Culture staff and key stakeholders (GMs/EDs) advised of proposed changes/restructure plan	25.3.24
Unions formally advised of restructure plan for consultation with members	25.3.24
Restructure Plan and proposed PDs provided to staff for consultation feedback	Two Weeks
Meeting/s with union and members (if requested)	
Meetings with staff (weekly drop in sessions)	2.4.24
Consultation period closes (two weeks) and confirmed in writing to staff and union	5.4.24
New structure finalised taking account of feedback	15.4.24
Meetings held with affected staff to advise of feedback responses, final structure and next steps	15.4.24
General communication to staff and key stakeholders of final structure and next steps	15.4.24
Affected staff advised formally in writing and case managed in accordance with the Workforce Mobility Placement Policy and the Managing Excess Staff of the NSW Health Service PD2012_021	From 15.4.24
New positions graded and established	29.4.24
Affected staff assessed for suitability against new positions and matched if appropriate	6.5.24
Vacant positions advertised as required and recruitment process undertaken	13.5.24
Final Directorate Organisation Chart with named colleagues in roles issued	June 2024

# Restructure Plan

## **10. Consultation with industrial organisations**

Correspondence will be sent to the Health Services Union (HSU) to advise their members of the proposed restructure and consultation period. An invitation will be offered to meet with members if this is required.

Staff information sessions will be held during the consultation period.

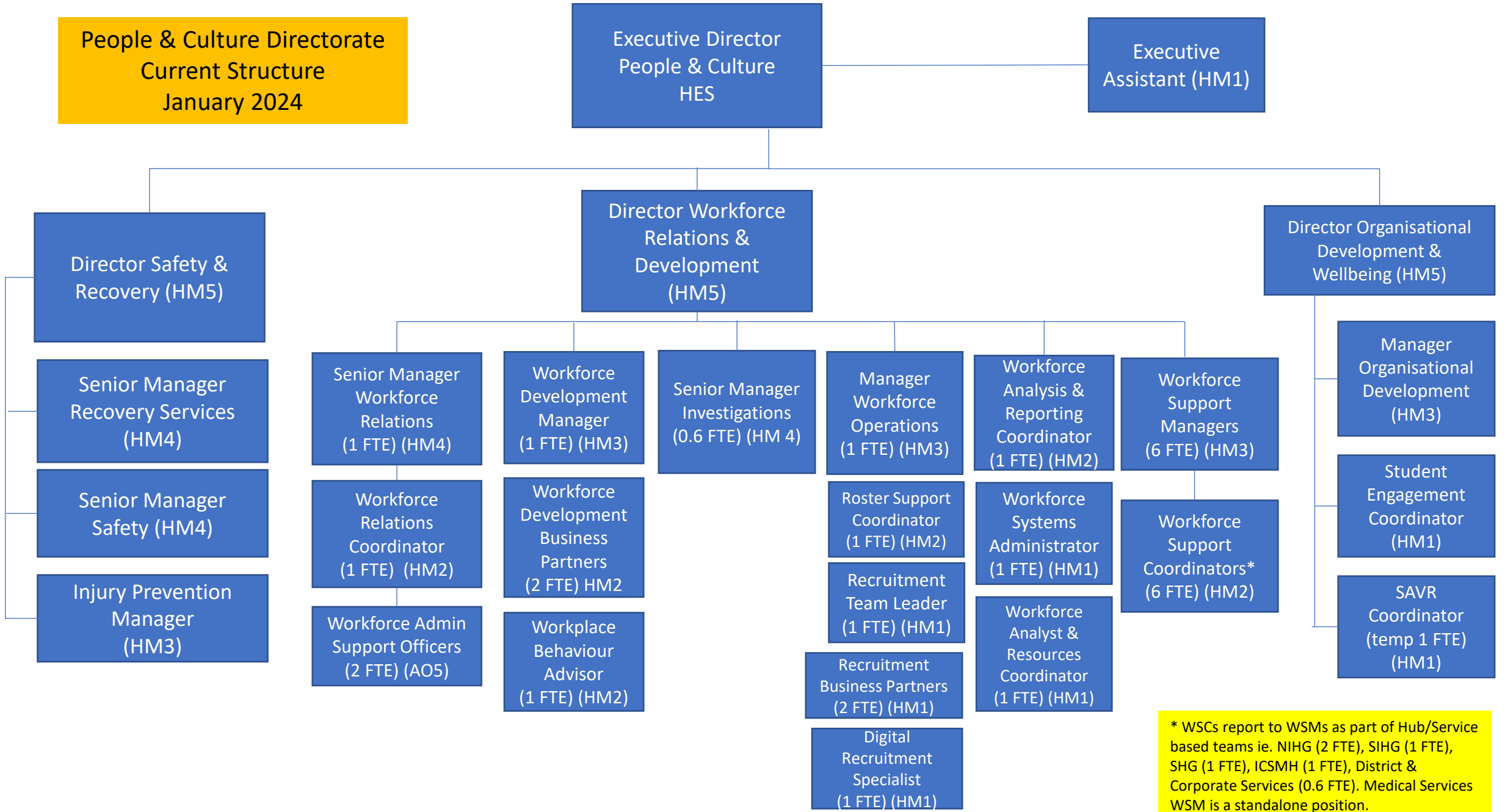
## **11. The availability of counselling and vocational assessment services for staff**

The affected employees will be provided with support during the consultation and restructure process and will be provided with contact details for the Employee Assistance Program for counselling and vocational assistance.

## **12. Estimated number of staff likely to be redeployed and the number of voluntary redundancy packages that may be offered**

Staff will be supported to be redeployed within the new structure, elsewhere within the District or elsewhere in NSW Health or the NSW public sector as part of the Workforce Mobility Placement Policy. Voluntary redundancies will only be offered where staff are declared excess.

**People & Culture Directorate  
Current Structure  
January 2024**



\* WSCs report to WSMs as part of Hub/Service based teams ie. NIHG (2 FTE), SIHG (1 FTE), SHG (1 FTE), ICSMH (1 FTE), District & Corporate Services (0.6 FTE). Medical Services WSM is a standalone position.

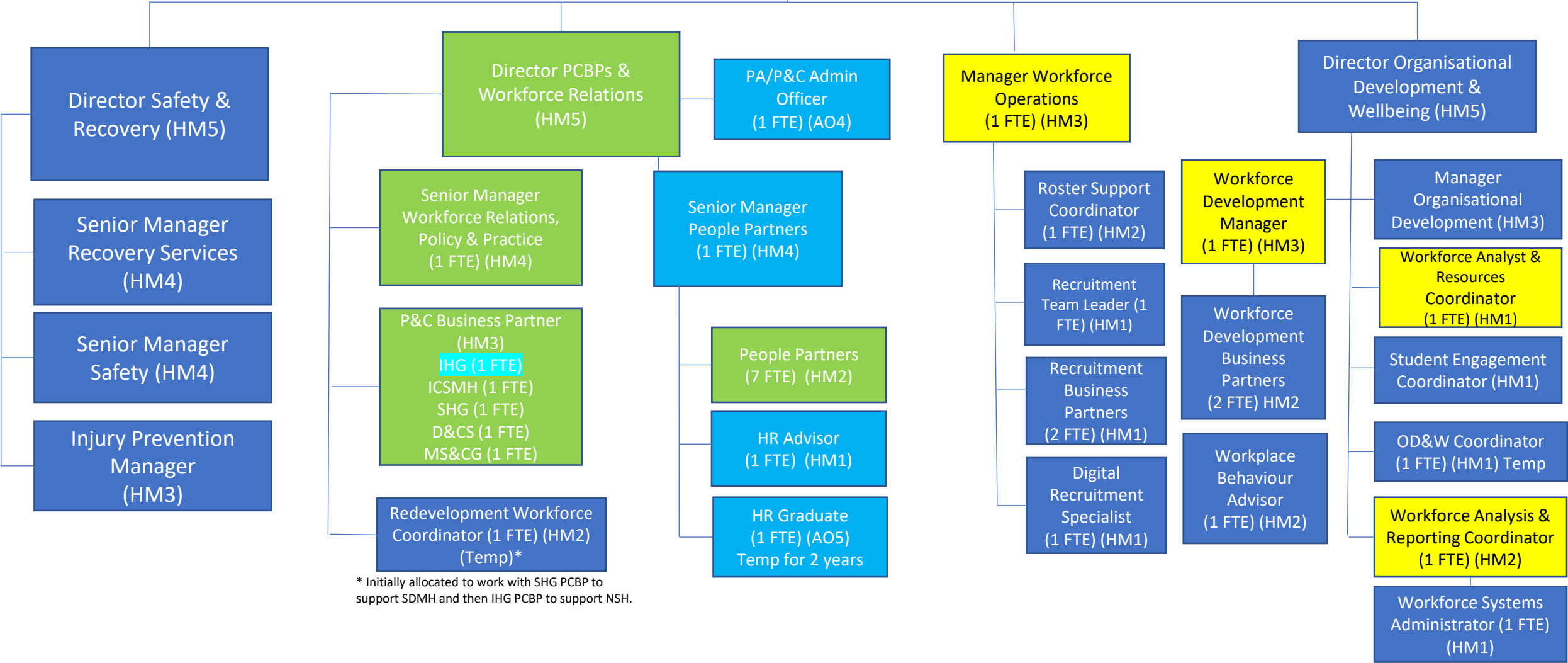


**People & Culture  
Proposed Structure  
March 2024**

Changed reporting line  
 Changed position title  
 New position  
 Existing position

Executive Director  
People & Culture  
HES

Executive Assistant  
(HM1)



\* Initially allocated to work with SHG PCBP to support SDMH and then IHG PCBP to support NSH.

## POSITION DESCRIPTION

# ISLHD - Workforce Support Manager

Our CORE values  
Collaboration Openness Respect Empowerment



<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Illawarra Shoalhaven Local Health District
<b>Position Classification</b>	Health Mgr Lvl 3
<b>State Award</b>	Health Managers (State) Award
<b>Category</b>	Human Resources and Recruitment   HR Management
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

Organisational success ultimately depends on the ability of the line managers to manage, coach and develop their employees. The role of the Workforce Support Manager (WSM) is to work with the leadership team to support line management in fulfilling their responsibilities for the management of their staff, in accordance with the ISLHD Governance and leadership framework. WSM work is characterised by being predominately strategic rather than transactional, focused on providing business support and will work directly with the District Services leadership team to enable this.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## KEY ACCOUNTABILITIES

### Managerial Accountabilities

## POSITION DESCRIPTION

# ISLHD - Workforce Support Manager

- Building and sustaining a team capable of producing the outputs required to support the objectives of your role
- Assigning tasks to your team and ensuring the team produce the required outputs and demonstrate appropriate working behaviours
- Coaching your team to improve performance and/or behaviours
- Engaging your team in work related discussions as an input to your decision making
- Providing your team with up-to-date context and disseminating information regarding their work
- Reviewing, recognizing and recommending reward for the performance of team members
- Continuously improving the processes used by the team in delivering outputs
- Modelling work behaviours for your team, consistent with the CORE values
- Monitor and improve the effectiveness of safety systems, behaviours and practices

### Positional Accountabilities

- Work directly with the relevant leadership team to:
  - Engage in and support business strategy discussion
  - Define workforce requirements to reach site or service goals, and identify where issues may exist
  - Coordinate the implementation of workforce programs required for the delivery of site or service strategy
  - Measure and track performance to assess the effectiveness of workforce performance in supporting strategy
- Provide high level advice on workforce matters and related activities for the relevant business unit/service
- Work with Workforce centre of expertise to develop and implement Workforce related training and development programs relevant to the business needs of the service
- Have the ability to quickly and accurately identify significant workforce issues and clearly communicate their business implications
- Coordinate the enhancement and improvement of management capabilities through the provision of coaching and employment related training and education which will enable them to resolve workforce situations fairly, consistently, effectively, and independently
- Work with local leadership in the development and delivery of Workforce key performance indicators contained within relevant Service Level Agreements and as appropriate, assist with the requirements of accreditation as it pertains to workforce matters
- Developing the capacity of managers within the relevant business unit/service in respect to dealing with workforce issues
- In conjunction with the Workforce Directorate and local leadership contribute to the development and implementation of business and strategic plans, policies, procedures, standards and practices to ensure delivery of quality health services
- Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the level of service provision
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees
- Other duties as required

### KEY CHALLENGES

- Balancing limited resources to meet competing customer needs and expectations and managing a high

## POSITION DESCRIPTION

# ISLHD - Workforce Support Manager

volume workload while at the same time managing to achieve positive outcomes.

- Managing time and prioritising issues given the diverse range of issues encountered simultaneously and work demands flowing from a number of sources. Participating in consultations with internal and external stakeholders often where there are competing needs/objectives.
- Managing, leading and motivating a multi-disciplinary team in a complex and demanding environment.

## KEY RELATIONSHIPS

Who	Why
General Manager and Senior Executives	This position reports to the General Manager and is required to work closely with the senior executive to determine and deliver on the workforce priorities.
All levels of management and staff within the District	To establish and maintain high level of professional relationships with all staff in our Hospital Group across the 3 sites.
The District Strategic Improvement Programs team as well as the other Workforce Support teams across the District	To influence and contribute to the District Workforce priorities and to maintain consistency in practice across the District.
Employee Associations and employee representatives, Courts, tribunals and associated representatives or parties	Develop and maintain effective business relationships with these external parties.

## SELECTION CRITERIA

1. Relevant tertiary qualifications or relevant equivalent work experience, or a combination of study and work experience.
2. Demonstrated capacity to manage and coordinate a wide range of workforce strategies and services to support relevant leadership teams to achieve their objectives.
3. Demonstrated ability to lead and work with a multidisciplinary team in large complex organisation.
4. Effective time management and demonstrated ability to prioritise and meet conflicting deadlines.
5. Highly developed communication, interpersonal and influencing skills.
6. Demonstrated ability to develop and maintain effective working relationships with senior management, and other key stakeholders.
7. Experience in quality management practices as they relate to the workforce function.
8. Current drivers licence (with a willingness to travel in accordance with the demands of the position).

## OTHER REQUIREMENTS

### General Accountabilities

- Committing your best endeavours and full capability to the work assigned to you by your manager
- Advising your manager if you do not understand the work that has been assigned to you, or if the assignment does not fit with your knowledge of the circumstances, current skills or available time and resources
- Advising your manager of any situations or conditions that could create obstacles to, or opportunities for, the work of the team or the LHD

## POSITION DESCRIPTION

# ISLHD - Workforce Support Manager

- Demonstrating work behaviours consistent with the CORE values and work within prescribed boundaries, including required behaviours, policies, standards, procedures and legislation requirements
- Disclosing timely information to your manager when accountability cannot be met as planned
- Identifying, understanding and addressing safety hazards and risks, and working collaboratively with others to improve safety performance

**POSITION DESCRIPTION**

**ISLHD - Workforce Support Manager**

**Job Demands for: ISLHD - Workforce Support Manager**

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Repetitive</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>

**POSITION DESCRIPTION**

**ISLHD - Workforce Support Manager**

<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Occasional</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Infrequent</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Occasional</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Repetitive</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Repetitive</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Repetitive</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Occasional</p>	

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**ISLHD - Workforce Support Manager**

<b>Sensory Demands</b>	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Repetitive</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Repetitive</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Constant</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Frequent</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Frequent</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Occasional</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>
<p><b>Exposure to Distressing Situations</b> - e.g.</p>	



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**ISLHD - Workforce Support Manager**

child abuse, viewing dead/mutilated bodies	
Infrequent	

<b>Environmental Demands</b>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>

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# ISLHD - Workforce Support Manager

<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Not Applicable</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Not Applicable</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Not Applicable</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>

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# ISLHD - Workforce Support Manager - Medical Services

Our CORE values  
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Health Mgr Lvl 3
State Award	Health Managers (State) Award
Category	Human Resources and Recruitment   HR Management
Website	<a href="http://www.islhd.health.nsw.gov.au/">www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

Organisational success ultimately depends on the ability of the line managers to manage, coach and develop their employees. The role of the Workforce Support Manager (WSM) is to work with the leadership team to support line management in fulfilling their responsibilities for the management of their staff, in accordance with the ISLHD Governance and leadership framework. WSM work is characterised by being predominately strategic rather than transactional, focused on providing business support and will work directly with the Medical Services leadership team to enable this.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

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## RESPIRATOR USE

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## POSITION DESCRIPTION

# ISLHD - Workforce Support Manager - Medical Services

## KEY ACCOUNTABILITIES

### Positional Accountabilities

- Work directly with the relevant leadership team to:
  - Engage in and support business strategy discussion
  - Define workforce requirements to reach site or service goals, and identify where issues may exist
  - Coordinate the implementation of workforce programs required for the delivery of site or service strategy
  - Measure and track performance to assess the effectiveness of workforce performance in supporting strategy
- Provide strategic advice and operational support on management of complex workforce issues, including managing complaints and concerns about clinicians in line with relevant policies and processes
- Develop and implement project scope and schedule for medical leadership development program, working closely with relevant key stakeholders and with reference to best practice approaches
- Have the ability to quickly and accurately identify significant workforce issues and clearly communicate their business implications
- Coordinate the enhancement and improvement of management capabilities through the provision of coaching and employment related training and education which will enable them to resolve workforce situations fairly, consistently, effectively, and independently
- Work with local leadership in the development and delivery of Workforce key performance indicators contained within relevant Service Level Agreements and as appropriate, assist with the requirements of accreditation as it pertains to workforce matters
- Developing the capacity of managers within the relevant business unit/service in respect to dealing with workforce issues
- In conjunction with the Workforce Directorate and local leadership contribute to the development and implementation of business and strategic plans, policies, procedures, standards and practices to ensure delivery of quality health services
- Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the level of service provision
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees
- Other duties as required

## KEY CHALLENGES

- Balancing limited resources to meet competing customer needs and expectations and managing a high volume workload while at the same time managing to achieve positive outcomes.
- Managing time and prioritising issues given the diverse range of issues encountered simultaneously and work demands flowing from a number of sources. Participating in consultations with internal and external stakeholders often where there are competing needs/objectives.
- Influencing busy medical leaders to effectively deal with, and prioritise, people management issues.

## POSITION DESCRIPTION

# ISLHD - Workforce Support Manager - Medical Services

KEY RELATIONSHIPS	
Who	Why
Medical leaders across the District	To establish and maintain high level professional relationships and to influence the way in which people issues are managed
The District Strategic Improvement Programs team as well as the other Workforce Support teams across the District	To influence and contribute to the District Workforce priorities and to maintain consistency in practice across the District.
Employee Associations and employee representatives, Courts, tribunals and associated representatives or parties	Develop and maintain effective business relationships with these external parties.

## SELECTION CRITERIA

1. Relevant tertiary qualifications or relevant equivalent work experience, or a combination of study and work experience.
2. Demonstrated capacity to provide authoritative workforce advice and to deliver a wide range of workforce strategies and services to support leaders to achieve their objectives
3. Effective time management and demonstrated ability to prioritise and meet conflicting deadlines.
4. Highly developed communication, interpersonal and influencing skills.
5. Demonstrated ability to develop and maintain effective working relationships with senior management, and other key stakeholders.
6. Highly developed analytical and problem solving skills and extensive experience effectively dealing with workplace complaints and concerns, including undertaking investigations.
7. Demonstrated project management skills with a proven track record for achieving improvements.
8. Current drivers licence (with a willingness to travel in accordance with the demands of the position).

## OTHER REQUIREMENTS

- Committing your best endeavours and full capability to the work assigned to you by your manager
- Advising your manager if you do not understand the work that has been assigned to you, or if the assignment does not fit with your knowledge of the circumstances, current skills or available time and resources
- Advising your manager of any situations or conditions that could create obstacles to, or opportunities for, the work of the team or the LHD
- Demonstrating work behaviours consistent with the CORE values and work within prescribed boundaries, including required behaviours, policies, standards, procedures and legislation requirements
- Disclosing timely information to your manager when accountability cannot be met as planned
- Identifying, understanding and addressing safety hazards and risks, and working collaboratively with others to improve safety performance

**POSITION DESCRIPTION**

**ISLHD - Workforce Support Manager - Medical Services**

**Job Demands for: ISLHD - Workforce Support Manager - Medical Services**

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>

**POSITION DESCRIPTION**

# ISLHD - Workforce Support Manager - Medical Services

<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Occasional</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Constant</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Repetitive</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Repetitive</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Occasional</p>	

**POSITION DESCRIPTION**

**ISLHD - Workforce Support Manager -  
Medical Services**

<b>Sensory Demands</b>	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Constant</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Occasional</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Infrequent</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>



**POSITION DESCRIPTION**

**ISLHD - Workforce Support Manager -  
Medical Services**

<p><b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Infrequent</p>	
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<p align="center"><b>Environmental Demands</b></p>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>

**POSITION DESCRIPTION**

**ISLHD - Workforce Support Manager -  
Medical Services**

<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Not Applicable</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Not Applicable</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Not Applicable</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>

## POSITION DESCRIPTION

# ISLHD - Senior Manager Workforce Relations

Our CORE values  
Collaboration Openness Respect Empowerment



<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Illawarra Shoalhaven Local Health District
<b>Position Classification</b>	Health Mgr Lvl 4
<b>State Award</b>	Health Managers (State) Award
<b>Category</b>	Human Resources and Recruitment   Industrial Relations   Industrial Relations Specialist
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

The Senior Manager Workforce Relations will oversee the development, implementation and evaluation of workforce relations strategy, policy and procedures within the LHD. As the IR/ER subject matter expert for the LHD, responsibilities include providing high level advice and support to ensure the LHD responds effectively to a wide range of complex workforce matters in line with relevant Awards, policy and employment legislation.

The role guides the development and maintenance of positive relationships between the LHD, its employees and unions and leads dispute resolution processes including representing the LHD in various tribunals. The position has day to day responsibility for managing the Workforce Relations team, which includes responsibility for workforce projects and the development and implementation of workforce policy and procedures.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance

## POSITION DESCRIPTION

# ISLHD - Senior Manager Workforce Relations

requirements and/ or health conditions.

## KEY ACCOUNTABILITIES

- Guide a proactive approach towards the development and maintenance of positive relations with employees and their representatives through effective communication and consultation, accurate interpretation and consistent application of awards, legislation and policies.
- Oversee the development, review and implementation of workforce relations strategy, policy and procedures, ensuring consistency with NSW Health policy and relevant legislation.
- Facilitate consistent decision making across the LHD regarding award, policy, and legislative interpretation and compliance.
- Provide high level expert strategic advice and recommendations on a wide range of complex workforce issues to the Director Workforce Relations & Management, the Executive, and the Chief Executive.
- Provide professional leadership and build capability within the Workforce Support Teams, acting as a point of expertise on complex workforce relations matters, and implement strategies to equip Workforce Support Teams to resolve matters at a local level and fulfil their responsibilities effectively.
- Work with stakeholders to identify opportunities to enhance existing workforce processes, practices and frameworks to align to the LHD's priorities.
- Represent the LHD at various forums relevant to role and liaise directly with Ministry of Health as required.
- Maintain an awareness of contemporary workforce issues, trends, ideas, and strategies, including an understanding of political and cross government issues as they impact on workforce relations.
- Identify emerging workforce issues and work collaboratively to develop strategies to prevent, minimise or resolve issues and disputes.
- Exercise analytical, decision making and problem solving skills in relation to industrial and workforce relations matters arising within the LHD.
- Work constructively to develop settlement parameters, negotiate and resolve complex issues, and provide innovative and practical solutions to a wide range of workforce issues.
- Represent the LHD in relevant industrial tribunals, such as conciliation and mediation in the Industrial Relations Commission (IRC), the Anti-Discrimination NSW (ADNSW), the NSW Civil and Administrative Tribunal (NCAT), and the Australian Human Rights Commission (AHRC).
- Lead negotiations with industrial associations and employee representatives on a range of complex workforce relations issues in various tribunals. During negotiations, utilise positive dispute resolution strategies to minimise cost and promote positive outcomes in the settlement of dispute and other matters.
- Assist in the effective defence and resolution of arbitration for the LHD in liaison with Legal Services, including briefing and instructing legal teams, protecting the reputation and finances of the LHD.
- Facilitate training and information sessions on relevant workforce issues, to promote the LHDs direction, create awareness, and to build capability within the LHD.
- Oversee the District level consultative arrangements with trade unions on a range of workforce matters.
- Lead projects to improve LHD performance relevant to workforce relations.
- Form strong and effective working partnerships with internal and external stakeholders in order to facilitate the delivery of a high level, professional consulting service.
- Contribute to the planning and strategic direction of the Workforce Relations and Management team. Contribute to the development of broad workforce strategy, policy and decision making to ensure that services are responsive to the LHDs needs.
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## KEY CHALLENGES

- Provision of effective workforce relations services within a complex and diverse environment whilst

## POSITION DESCRIPTION

# ISLHD - Senior Manager Workforce Relations

collaborating with key stakeholders to promote strategic and practical workforce relations skills and capacity within the LHD.

- Model, promote and encourage a culture that embraces a positive attitude focused on resolution in interactions with senior leaders and Workforce Support Teams.
- Demonstrating resilience and persistence in balancing the needs of competing demands within a complex, high work volume environment.

## KEY RELATIONSHIPS

Who	Why
Workforce Support Teams	Key professional leadership relationships to build capability in managing workforce relations matters, deliver improvements, and to provide professional support, guidance and leadership
Unions, tribunals and legal services	Key relationships for effective resolution of workforce issues and industrial matters
Ministry of Health, other Local Health Districts	Key relationships for policy guidance, information sharing, and consistent workforce relations application across NSW Health

## SELECTION CRITERIA

1. Relevant tertiary qualifications and/or equivalent and extensive experience in senior workforce functions in a large and complex organisation.
2. Expert knowledge of the legislative framework relating to workforce relations in the health sector.
3. Extensive analytical and problem solving skills, including experience in effectively resolving workplace disputes and grievances, and making representations in industrial tribunals.
4. Excellent negotiation and influencing skills including the ability to interact constructively and collaboratively with a diverse range of stakeholders, throughout all organisational levels.
5. Experience working in a complex and high volume work area, with the ability to successfully manage competing demands to ensure that deadlines are met.
6. Demonstrated experience effectively leading and developing a diverse range of staff to deliver high quality outcomes.

**POSITION DESCRIPTION**

# ISLHD - Senior Manager Workforce Relations

**Job Demands for: ISLHD - Senior Manager Workforce Relations**

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Frequent</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Not Applicable</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Not Applicable</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>

**POSITION DESCRIPTION**

# ISLHD - Senior Manager Workforce Relations

<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Infrequent</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Infrequent</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Occasional</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Repetitive</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Occasional</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Occasional</p>	

**POSITION DESCRIPTION**

**ISLHD - Senior Manager Workforce Relations**

<b>Sensory Demands</b>	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Constant</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Occasional</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Occasional</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>



**POSITION DESCRIPTION**

# ISLHD - Senior Manager Workforce Relations

<p><b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	
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<p align="center"><b>Environmental Demands</b></p>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>

**POSITION DESCRIPTION**

# ISLHD - Senior Manager Workforce Relations

<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Infrequent</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Infrequent</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Not Applicable</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>

## POSITION DESCRIPTION

# ISLHD - Senior Manager Investigations

Our CORE values  
Collaboration Openness Respect Empowerment



<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Illawarra Shoalhaven Local Health District
<b>Position Classification</b>	Health Mgr Lvl 4
<b>State Award</b>	Health Managers (State) Award
<b>Category</b>	Human Resources and Recruitment   Workplace Relations
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

The Senior Manager Investigations will conduct, manage and provide leadership in the delivery of investigations and in the investigation of serious, complex and contentious matters. These will most often be matters that are outside the normal scope of work of line managers and Workforce personnel.

In addition, the Senior Manager Investigations will partner with the Senior Manager Workforce Relations to lead improvements to the investigation processes and practices of ISLHD. This will include contributing to the development of strategies to address identified issues; role modelling, coaching and delivering training in best practice investigations; review and analysis of conduct and complaint issues and trends. Key to the success of this work will be engaging with, and influencing, key stakeholders such as General Managers and Service Directors.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## POSITION DESCRIPTION

# ISLHD - Senior Manager Investigations

## KEY ACCOUNTABILITIES

- Lead and conduct complex investigations within legislative and policy requirements including engaging with subject matter experts as required.
- Provide advice, guidance and support to managers and Workforce personnel to fulfil their obligations in relation to risk assessments, mandatory reporting, investigations, and related processes.
- Deliver professional written materials including briefs, analysis and reports to facilitate effective decision making.
- Lead the development and implementation of best practice investigations training for managers and Workforce personnel.
- Provide professional leadership and build capability of Workforce personnel and managers by providing advice, coaching and support in the management and investigation of complex misconduct matters.
- Contribute to the development and maintenance of systems of review on conduct and complaint issues including identifying and reporting trends, reporting lessons learnt and identifying improvements to investigative practices.
- Identify opportunities to implement improvements to ISLHD policies, procedures and/or practices based on analysis of root cause factors contributing to misconduct matters and in consultation with key stakeholders.
- Support and contribute to the restoration of relationships by assessing the situation and, if appropriate, conducting mediations or facilitated discussions where the complexity of the issues are outside of the normal scope of line managers and Workforce personnel.
- Build and maintain effective working relationships with internal and external stakeholders and act as an effective role model, promoting the organisation's CORE values.
- Contribute to the planning and strategic direction of the Workforce Relations and Management and the development of broad workforce strategy, policy and decision making to ensure that services are responsive to the LHDs needs.
- Maintain sound, current knowledge of relevant legislation and NSW Health policies, procedures and practices in order to incorporate these into the deliverables of the position.
- Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level of service provision.

## KEY CHALLENGES

- Maintain high level of integrity, objectivity, independence and confidentiality in undertaking complex and sensitive reviews and investigations.
- Working in a demanding, busy and complex environment where there are competing priorities and the capacity to be flexible and adaptive is required to meet deadlines.
- Applying independent initiative to problem solve and undertake detailed work that may be subject to scrutiny by legal representatives and used in various tribunals.

# ISLHD - Senior Manager Investigations

<b>KEY RELATIONSHIPS</b>	
<b>Who</b>	<b>Why</b>
Director Workforce Relations & Management	Escalate issues, keep informed and collaborate regarding operational direction of service delivery.
Workforce Operations and Workforce Support teams	Work collaboratively to identify opportunities for improvement, innovation and best practice; effectively communicate and support colleagues; attend meetings.
Senior management and Executive team	Ensure high quality and timely management of investigations and provide well written, detailed reports and briefs to facilitate effective decision making.
Regulatory agencies including: the Ombudsman, Office of the Children's Guardian, NSW Police, AHPRA and the HCCC	To ensure effective and efficient investigation of allegations of misconduct and reportable conduct against employees and preparing appropriate reports and/or advice to these regulatory agencies.

## SELECTION CRITERIA

1. Relevant tertiary qualifications and/or professional experience relevant to the position.
2. Demonstrated extensive experience conducting procedurally fair workplace investigations including well developed interviewing, analytical, and report writing skills.
3. Demonstrated ability to exercise sound conceptual, analytical and problem-solving skills relating to the assessment, review or investigation of complex matters, and formulate effective recommendations, within the parameters of relevant legislation, policy and guidelines.
4. Highly developed negotiation and influencing skills including the ability to interact effectively with a diverse range of stakeholders, throughout all levels of the organisation.
5. Demonstrated knowledge of the NSW health system, regulatory bodies, legislation, policies, procedures and practices relevant to the position.
6. Demonstrated ability to set priorities, independently manage a caseload of complex matters in a high volume, complex work environment, and meet strict deadlines, including legislative and policy timeframes.
7. Current unrestricted NSW Driver's Licence

**POSITION DESCRIPTION**

**ISLHD - Senior Manager Investigations**

**Job Demands for: ISLHD - Senior Manager Investigations**

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Infrequent</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Infrequent</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>

**POSITION DESCRIPTION**

# ISLHD - Senior Manager Investigations

<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Infrequent</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Infrequent</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Infrequent</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Repetitive</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Frequent</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Occasional</p>	

Sensory Demands	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Constant</p>	

Psychosocial Demands	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Occasional</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Occasional</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>
<p><b>Exposure to Distressing Situations</b> - e.g.</p>	



**POSITION DESCRIPTION**

**ISLHD - Senior Manager Investigations**

child abuse, viewing dead/mutilated bodies	
Not Applicable	

<b>Environmental Demands</b>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Infrequent</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>

**POSITION DESCRIPTION**

# ISLHD - Senior Manager Investigations

<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Infrequent</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Infrequent</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Not Applicable</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>

## POSITION DESCRIPTION

# ISLHD - Workforce Relations Support Officer

Our CORE values  
Collaboration Openness Respect Empowerment



<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Illawarra Shoalhaven Local Health District
<b>Position Classification</b>	Admin Off Lvl 5
<b>State Award</b>	Health Employees Administrative Staff (State) Award
<b>Category</b>	Administration & Health Records   Administration
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

Provide a range of administrative and clerical support services to enable the People & Culture to achieve their objectives in a timely, reliable and efficient manner. The Workforce Relations Support Officer will be responsible for a variety of tasks which will change on a daily and weekly basis depending on the needs of the team.

The Workforce Relations Support Officer is responsible for supporting the Workforce Relations / Industrial Relations functions of the team.

The Workforce Relations Support Officer will also provide support and coverage to the other members of the Team as needed.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## POSITION DESCRIPTION

# ISLHD - Workforce Relations Support Officer

## KEY ACCOUNTABILITIES

- Provide a full range of administrative and clerical support services, managing work priorities and work flow within allocated resources to ensure delivery of efficient and effective services.
- Respond to a range of enquiries providing information and referring enquiries in an effective and responsive manner.
- Manage the shared inboxes for the People & Culture Directorate.
- Support and coordinate the Workforce Relations functions including but not limited to ISLHD Grading Committee, internal and external reporting, position description management and data entry into the Service Check Register.
- Support and maintain the electronic HR systems including but not limited to HPE Content Manager (TRIM), ROB, Ezisuite, HealthRoster, StaffLink, My Health Learning and the Staff Furlough Reporting Tool.
- Provide coverage and assist when required to the other members of the team.
- Liaise and maintain effective relationships with Senior Managers, line management and staff to facilitate high quality services.
- Draft accurate and concise reports, documents and correspondence, including the preparation of complex correspondence for senior officers, in accordance with ISLHD policies and procedures.
- Coordinate WHS activities for the immediate work area.
- Manage the maintenance and repair requirements of office equipment, and the stationery and stores requirements.
- Maintain the records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information.
- Participate in the development, maintenance and review of administrative processes, systems and procedures to improve office efficiency and ensure the delivery of a quality service to internal and external customers of the Workforce Relations & Development Directorate.
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with employees and managers.
- Maintain responsibility for personal and professional development by participating in training/education activities and performance reviews/appraisals in order to continuously improve the level of service provided to clients.
- Work independently under limited direction and within constraints set by senior management.
- Escalate more complex issues outside the scope of their position description.

## KEY CHALLENGES

- Maintaining current knowledge of the frequently changing policies and procedures.
- Managing competing priorities and high volumes of work given often limited resources.
- Attending to the wide variety of day to day administrative tasks.

## POSITION DESCRIPTION

# ISLHD - Workforce Relations Support Officer

KEY RELATIONSHIPS	
Who	Why
Manager – Workforce Relations Coordinator	To ensure service delivery is maintained and delivered in accordance with agreed plans, and priorities and deadlines.
Senior Manager Workforce Relations and Director People & Culture Business Partners and Workforce Relations	Collaborate over work the Senior Manager or Director requires support with..
External agencies including HealthShare and Ministry of Health	Develop and maintain effective relationships in relation to programs being delivered locally and day to day work.

## SELECTION CRITERIA

1. Relevant tertiary qualifications and/or experience in Human Resource functions including interpretation of industrial awards and policies.
2. Demonstrated high level interpersonal, written and verbal communication skills including a strong attention to detail.
3. Demonstrated high level organisational skills including the ability to prioritise and meet competing deadlines.
4. Demonstrated initiative and the ability to bring a creative approach to problem solving.
5. Demonstrated ability to work independently and with a demonstrated capacity for effective teamwork.
6. Demonstrated commitment to providing a quality service and quality improvement initiatives in workplace practices and procedures.
7. Extensive experience in the use of Microsoft Office packages including Word, Outlook and Excel as well as modern human resources information systems.

**POSITION DESCRIPTION**

**ISLHD - Workforce Relations Support Officer**

**Job Demands for: ISLHD - Workforce Relations Support Officer**

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Frequent</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>

**POSITION DESCRIPTION**

# ISLHD - Workforce Relations Support Officer

<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Occasional</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Frequent</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Repetitive</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Repetitive</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Occasional</p>	

**POSITION DESCRIPTION**

**ISLHD - Workforce Relations Support Officer**

<b>Sensory Demands</b>	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Constant</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Occasional</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Occasional</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Occasional</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>



**POSITION DESCRIPTION**

**ISLHD - Workforce Relations Support Officer**

<p><b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Infrequent</p>	
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<p align="center"><b>Environmental Demands</b></p>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Infrequent</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Infrequent</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Occasional</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>

**POSITION DESCRIPTION**

# ISLHD - Workforce Relations Support Officer

<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Infrequent</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Infrequent</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Not Applicable</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>

## POSITION DESCRIPTION

# ISLHD - Workforce Development Support Officer

Our CORE values  
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Admin Off Lvl 5
State Award	Health Employees Administrative Staff (State) Award
Category	Human Resources and Recruitment   Training and Development
Website	<a href="http://www.islhd.health.nsw.gov.au/">www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

Provide a range of administrative, clerical support services to enable the Workforce Development team to achieve their objectives in a timely, reliable and efficient manner especially in relation to key programs such as Corporate Orientation, recognition and reward initiatives as well as other development programs.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## KEY ACCOUNTABILITIES

- Provide a full range of administrative and clerical support services, managing work priorities and work

## POSITION DESCRIPTION

# ISLHD - Workforce Development Support Officer

- flow within allocated resources to ensure delivery of efficient and effective client focused services.
- Provide support, supervised coordination and oversight of a range of Workforce Development initiatives such as Corporate Orientation, reward and recognition programs etc.
  - Respond to a range of enquiries (in person and over the phone) providing information and referring enquiries in an effective and responsive manner.
  - Liaise and maintain effective relationships with Senior Managers, line management and staff to facilitate high quality client/patient focused services.
  - Draft accurate and concise reports, documents and correspondence, including the preparation of complex correspondence for senior officers, in accordance with ISLHD policies and procedures.
  - Maintain the TRIM records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information.
  - Maintain and update data within the state-wide learning system My Health Learning to ensure the accurate and safe storage of learning information of staff.
  - Participate in the development, maintenance and review of administrative processes, systems and procedures to improve office efficiency and ensure the delivery of a quality service to internal and external customers of the Workforce Development Unit.
  - Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/ employees.
  - Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the level of service provided to patients/clients.

## KEY CHALLENGES

- Maintaining current knowledge of the frequently changing policies and procedures.
- Managing competing priorities and high volumes of work given often limited resources.
- Attending to the wide variety of day to day administrative tasks resolving them on behalf of the Manager of the unit / department.

KEY RELATIONSHIPS	
Who	Why
Workforce Support Teams	These teams process the engagement of new staff
Workforce Development Consultants	Key team members position works closely with
eHealth	Provides systems administration and support to My Health Learning

## SELECTION CRITERIA

1. Demonstrated high level organisational skills with the ability to perform a wide range of administrative tasks, while managing competing work priorities and work flow within allocated resources.
2. Experience of responding to a range of enquiries and determining the appropriate response in a complex work environment.

## POSITION DESCRIPTION

# ISLHD - Workforce Development Support Officer

3. High level interpersonal, written and verbal communication skills including presentation skills.
4. Demonstrated initiative and the ability to bring a creative approach to problem solving.
5. Ability to work independently and with a demonstrated capacity for effective teamwork.
6. Demonstrated commitment to providing a quality service and quality improvement initiatives in workplace practices and procedures.
7. Experience in the use of Microsoft Office packages including Word, Outlook as well as other human resource information systems.

**POSITION DESCRIPTION**

**ISLHD - Workforce Development Support Officer**

**Job Demands for: ISLHD - Workforce Development Support Officer**

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Infrequent</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Infrequent</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>

**POSITION DESCRIPTION**

**ISLHD - Workforce Development Support Officer**

<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Not Applicable</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Infrequent</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Infrequent</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Constant</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Constant</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Constant</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Infrequent</p>	

**POSITION DESCRIPTION**

**ISLHD - Workforce Development Support Officer**

<b>Sensory Demands</b>	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Repetitive</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Not Applicable</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Infrequent</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Infrequent</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>



**POSITION DESCRIPTION**

**ISLHD - Workforce Development Support Officer**

<p><b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	
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<p align="center"><b>Environmental Demands</b></p>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Infrequent</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>

**POSITION DESCRIPTION**

**ISLHD - Workforce Development Support Officer**

<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Not Applicable</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Not Applicable</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Not Applicable</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>

## POSITION DESCRIPTION

# ISLHD - Workforce Support Coordinator

Our CORE values  
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Health Mgr Lvl 2
State Award	Health Managers (State) Award
Category	Human Resources and Recruitment   Consulting and Generalist HR
Website	<a href="http://www.islhd.health.nsw.gov.au/">www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

The Workforce Support Coordinator is responsible for the provision of high level advice and expertise on workforce related activities for their relevant site/service. This includes but is not limited to: recruitment and retention strategies; change management and workforce redesign; performance development and management; resolving workplace grievance and disciplinary matters; training and education; organisational restructure and case management of excess staff, and resolving low level disputes. The incumbent is required to establish and maintain effective working relationships with site/service managers in order to enable them to best manage staffing matters.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate certifying the worker cannot have any approved COVID-19 vaccines available in NSW. Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. Please provide proof of booster vaccination if available.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## KEY ACCOUNTABILITIES

### General Accountabilities:

- Committing your best endeavours and full capability to the work assigned to you by your manager.
- Advising your manager if you do not understand the work that has been assigned to you, or if the assignment does not fit with your knowledge of the circumstances, current skills or available time and resources.

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- Advising your manager of any situations or conditions that could create obstacles to, or opportunities for, the work of the team or the LHD.
- Demonstrating work behaviours consistent with the CORE values and work within prescribed boundaries, including required behaviours, policies, standards, procedures and legislation requirements.
- Disclosing timely information to your manager when accountability cannot be met as planned.
- Identifying, understanding and addressing safety hazards and risks, and working collaboratively with others to improve safety performance.

### Positional Accountabilities:

- Provide high level advice and support to management and staff of their relevant site / service on workforce matters and related activities.
- Have the ability to quickly and accurately identify significant workforce issues and clearly communicate their business implications to the Workforce Support Manager (WSM).
- Contribute to the enhancement and improvement of management capabilities through the provision of coaching and employment related training and education which will enable them to resolve workforce situations fairly, consistently, effectively, and independently.
- Maintain and promote an awareness of contemporary workforce issues, trends, ideas, and strategies.
- Assist WSM to develop the capacity of manager's staff in respect to dealing with workforce issues.
- Promote approved NSW Health and LHD workforce and industrial relations policies, practices and procedures to ensure recognition and acceptance of these as a line management responsibility.
- Work with the workforce directorate in the development and review of workforce policies and procedures.
- Participate in cross-service networks that contribute to the development and continuous quality improvement of workforce service delivery and initiatives.
- Model, promote, and encourage a culture that embraces a positive, customer-focussed attitude and approach, particularly with regard to interactions with internal and external customers of all levels.
- Support the roll-out of the workforce initiatives including but not limited to the Aboriginal Workforce Recruitment and Retention strategy, Personal Effectiveness and Development, Learning and Development strategies etc.
- Attend regular meetings, workshops etc. at various ISLHD sites, therefore the position holder is required to maintain a current driver's licence.
- Participate in project work as required.

### KEY CHALLENGES

- Assist in the development of an understanding and acceptance by managers of their workforce and industrial relations accountabilities and assisting and developing them to exercise the authority, skill, knowledge and experience necessary.
- Effectively provide contemporary advice and services in workforce relations matters across relevant site/service.
- Effectively participate in negotiation and consultation processes and relationships with managers, unions, and other key stakeholders.

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## KEY RELATIONSHIPS

Who	Why
Workforce Support Manager	Receive direction and supervision, participate in consultation and escalation of workforce matters.
Workforce Support Team	Engage in consultation to address and progress workforce matters.
Managers, Supervisors etc	Provide advice and support regarding legislation & Award interpretation, policy and procedure.
Unions & other professional associations	Participate in consultation and negotiation

## SELECTION CRITERIA

1. Relevant tertiary qualifications and/or equivalent and extensive experience in workforce relations functions in a large and complex organisation.
2. Sound knowledge of the legislative and regulative requirements relating to workforce management in the health sector.
3. Extensive experience in effectively dealing with workplace investigation and grievances.
4. Proven competence in interpreting awards, employment law and policy.
5. Experience in the review and implementation of organisational policies and procedures.
6. Experience in working in a complex and high volume work area, with the ability to successfully manage competing demands to ensure that deadlines are met.
7. Possess highly professional and effective inter-personal and communication skills, together with sound analytical and problem solving skills.
8. Demonstrated ability to build productive relationships and liaise, advise and negotiate effectively with key stakeholders including management, staff, industrial organisations, other industry bodies and external agencies.

**POSITION DESCRIPTION**

**ISLHD - Workforce Support Coordinator**

**Job Demands for: ISLHD - Workforce Support Coordinator**

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Infrequent</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Infrequent</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Infrequent</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>

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**ISLHD - Workforce Support Coordinator**

<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Occasional</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Occasional</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Constant</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Constant</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Frequent</p>	

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<b>Sensory Demands</b>	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Repetitive</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Repetitive</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Not Applicable</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Frequent</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Frequent</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Frequent</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>
<p><b>Exposure to Distressing Situations</b> - e.g.</p>	



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child abuse, viewing dead/mutilated bodies	
Infrequent	

<b>Environmental Demands</b>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Infrequent</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Infrequent</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Occasional</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Occasional</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>


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<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Infrequent</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Infrequent</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Infrequent</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>

## POSITION DESCRIPTION

# ISLHD - Workforce Support Coordinator - Workforce Operations

<p>Our CORE values Collaboration Openness Respect Empowerment</p> 	
<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Illawarra Shoalhaven Local Health District
<b>Position Classification</b>	Health Mgr Lvl 2
<b>State Award</b>	Health Managers (State) Award
<b>Category</b>	Human Resources and Recruitment   Recruitment and Resourcing   Recruitment and Resourcing Management
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

The Workforce Support Coordinator (WSC) will form part of the Workforce Operations team reporting to the Manager, Workforce Systems and Support Services. This position has two primary functions and is expected to work collaboratively across two portfolios.

The Workforce Support Coordinator is responsible for maintaining certain District-wide functions including, but not limited to, Recruitment and Onboarding (ROB) support, providing professional support to the Workforce Support Officers, review and development of workforce policies and procedures and related projects.

The position will also work closely with the Manager Workforce Relations to provide high level advice and expertise on workforce related activities to District and Corporate Services. This includes, but is not limited to, supporting managers in the following functions; recruitment and retention strategies, change management and workforce redesign, performance development and management, resolving workplace grievance and disciplinary matters, training and education, restructures and case management of excess staff, and resolving low level disputes.

The incumbent is required to establish and maintain effective working relationships with site/service managers in order to enable them to best manage staffing matters.

As the position requires travel across ISLHD sites, the position holder will be required to maintain a current, unencumbered driver's licence in order to travel throughout the LHD in accordance with the positional requirements.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR

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COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## KEY ACCOUNTABILITIES

### Positional Accountabilities

- Responsible for the management and support of the Recruitment and Onboarding (ROB) system within the district.
- Provide professional support and guidance to the Workforce Support Officer (WSO) role to ensure the accurate and timely provision of workforce support and advice.
- Provide interpretative assistance and direct support to Managers and the LHD's Workforce Support Officers in the areas of policy, procedure and practice.
- Provide high level advice and support to management and staff of their relevant site / service on workforce matters and related activities.
- Identify significant workforce issues and clearly communicate their business implications to the Manager, Workforce Systems and Support Services.
- Contribute to the enhancement and improvement of management capabilities through the provision of coaching and employment related training and education which will enable them to resolve workforce situations fairly, consistently, effectively, and independently.
- Maintain and promote an awareness of contemporary workforce issues, trends, ideas, and strategies.
- Assist Manager, Workplace Relations to develop the capacity of managers to deal with workforce issues.
- Review and vote on grading applications as an active member of the Workforce Grading Review Committee. • Provide guidance and expertise to managers and employees with respect to position grading and job evaluation processes
- Promote approved NSW Health and LHD workforce and industrial relations policies, practices and procedures to ensure recognition and acceptance of these as a line management responsibility.
- Support the development and review of workforce policies and procedures.
- Contribute to the development and continuous quality improvement of workforce service delivery and initiatives.
- Model, promote, and encourage a culture that embraces a positive, customer-focused attitude and approach, particularly with regard to interactions with internal and external customers of all levels.
- Support the rollout of workforce initiatives to support District and Strategic Improvement Programs Operations plans and priorities.
- Support the Workforce Systems team in the maintenance of the District position Establishment.
- Participate in project work as required.

### General Accountabilities

- Committing your best endeavours and full capability to the work assigned to you by your manager.
- Advising your manager of any situations or conditions that could create obstacles to, or opportunities for, the work of the team or the LHD.
- Demonstrating work behaviours consistent with the CORE values and work within prescribed boundaries, including required behaviours, policies, standards, procedures and legislation requirements.
- Disclosing timely information to your manager when accountability cannot be met as planned.
- Identifying, understanding and addressing safety hazards and risks, and working collaboratively with others to

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# ISLHD - Workforce Support Coordinator - Workforce Operations

improve safety performance.

## KEY CHALLENGES

- Demonstrating resilience and persistence in balancing the needs of district functions and client teams needs while ensuring the delivery of high quality, professional outcomes.
- Support site/service and workforce directorate in developing and implementing change strategies in complex and public health service environment.
- Assist in the development of an understanding and acceptance by managers of their workforce and industrial relations accountabilities and assisting and developing them to exercise the authority, skill, knowledge and experience necessary.

## KEY RELATIONSHIPS

Who	Why
Manager, Workforce Systems & Support Services	Receive direction and supervision, participate in consultation and escalation of workforce matters.
Manager, Workforce Relations	Work closely to provide support to Corporate and District Services
Workforce Support Team	Engage in consultation to address and progress workforce matters and provide guidance, training and support to Workforce Support Officers

## SELECTION CRITERIA

1. Relevant tertiary qualifications and/or equivalent experience.
2. Demonstrated high level understanding and experience using recruitment and human resource information systems.
3. Demonstrated ability to develop and review processes, procedures, information based tools and training to support the management of a large and diverse workforce.
4. Proven ability to apply knowledge of employment legislation, awards and agreements, policies and best practice to identify and resolve complex workforce issues.
5. Previous experience in generalist workforce/human resources functions including change management, industrial consultation, grievance and disciplinary management, change, job evaluation, recruitment and conflict resolution.
6. High level inter-personal and communication skills, together with sound analytical and problem solving skills.

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# ISLHD - Workforce Support Coordinator - Workforce Operations

**Job Demands for:** ISLHD - Workforce Support Coordinator - Workforce Operations

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Infrequent</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Infrequent</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Not Applicable</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>

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# ISLHD - Workforce Support Coordinator - Workforce Operations

<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Infrequent</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Occasional</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Frequent</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Not Applicable</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Frequent</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Frequent</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Frequent</p>	

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**ISLHD - Workforce Support Coordinator -  
Workforce Operations**

<b>Sensory Demands</b>	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Not Applicable</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Occasional</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Occasional</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Occasional</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>



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# ISLHD - Workforce Support Coordinator - Workforce Operations

<p><b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	
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<p align="center"><b>Environmental Demands</b></p>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Infrequent</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Infrequent</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>

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# ISLHD - Workforce Support Coordinator - Workforce Operations

<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Infrequent</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Infrequent</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Not Applicable</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>

## POSITION DESCRIPTION

# Workforce Relations Coordinator



Health  
Illawarra Shoalhaven  
Local Health District

<b>Our CORE Values</b>	Collaboration Openness Respect Empowerment	The logo for CORE values, consisting of four overlapping circles in blue, green, yellow, and red, each containing a letter: C, O, R, E.
<b>Organisation</b>	NSW Health	
<b>Local Health District /Agency</b>	Illawarra Shoalhaven Local Health District	
<b>Position Number</b>	TBA	
<b>Cost Centre</b>	180989	
<b>Position Classification</b>	Health	
<b>State Award</b>	Health Managers (State) Award	
<b>Reporting to</b>	Senior Manager Workforce Relations	
<b>Does this role manage or supervise others?</b>	Yes	
<b>Vaccination Category</b>	Category B	
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>	

## PRIMARY PURPOSE (max 3,800 characters with spaces)

This position provides high level executive support to the Senior Manager Workforce Relations. This position requires a high degree of discretion, integrity and confidentiality as well as considerable organisational skills and a deep understanding of a broad, and often complicated, range of workforce related matters. The Workforce Relations Coordinator reports to the Senior Manager however will at times be required to work flexibly within the Workforce Relations and Development team to support key priorities and ensure the ongoing delivery of high quality services to the District. The Workforce Relations Coordinator is responsible for ensuring the team as a whole is provided with appropriate administrative support.

## KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

- Provide expert advice and coaching to ISLHD employees and managers on a range of complex workforce functions including interpretation of policies and awards, industrial relations, recruitment matters, and the use of workforce systems.
- Develop, implement and ensure compliance with policies, procedures and workforce initiatives.
- Research, collate and prepare documents for a range of workforce matters, including but not limited to, legal matters and matters in the NSW Industrial Relations Commission and other jurisdictions.
- Coordinate consistent district-wide approaches to workforce matters for example introducing new systems where required to comply with MoH reporting requirements.
- Review current workforce practices and lead reviews to improve processes in consultation with key stakeholders.
- Liaise with external bodies, such as unions, industrial tribunals and legal firms.
- Contribute to workforce project work, as required.
- Provide high level administrative support to the Senior Manager Workforce Relations and other members of the team as required, including preparing documents, scheduling meetings, preparing presentations and coordinating responses.
- Provide high level executive assistance to a range of workforce and ISLHD-wide meetings, including preparation and distribution of business papers and preparing minutes.
- Expert management of a range of systems, including HPE Content Manager, StaffLink, Health Roster, Pcard and AFM Online.
- Monitor Workforce KPIs for the Workforce Relations & Development team.
- Provide coverage for Workforce Support Coordinator role and support to the Workforce Support Managers, as required.
- Provide support and direction to the Administrative Support Team to ensure duties are performed to a high standard and outcomes are delivered as required.

## SELECTION CRITERIA (max 8 selection criteria)

1. Relevant qualifications and/or equivalent experience in human resources in a large and complex organisation.
2. Advanced knowledge of a broad range of workforce matters, including demonstrated experience in the interpretation of awards, policy, and legislation.
3. Demonstrated high level writing skills, including an ability to prepare a range of complex documents including briefs, letters and legal documents.
4. Possess highly professional and effective inter-personal and communication skills, together with sound analytical and problem solving skills.
5. Demonstrated ability to build productive relationships and liaise, advise and negotiate effectively with key stakeholders including management, staff, industrial organisations, other industry bodies and external agencies.
6. Demonstrated organisational skills with the ability to set priorities and meet strict deadlines in a high volume, complex work environment with competing priorities.
7. Advanced skills using Microsoft Office programs and experience using HR systems such as HealthRoster and Stafflink.

## KEY CHALLENGES (max 3 key challenges – 1,000 character limit with spaces in each field)

1. Working in a complex, fast-paced environment and managing tasks within designated timeframes.
2. Develop and maintain strong and effective relationships with key stakeholders to ensure that workforce priorities are met.

3. Critically analysing and summarising complex Workforce information in a meaningful way to defend the organisation.

**KEY RELATIONSHIPS** (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
ISLHD senior management and their relevant staff	Manage the flow of communication between the relevant offices including but not limited to representing the Senior Manager Workforce Relations on operational matters and decisions.
Unions	Communication on behalf of the Senior Manager Workforce Relations.
Ministry of Health	Liaise with Workforce Relations branch to seek advice on complex matters.

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks		X				
	<b>Walking</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	<b>Running</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks		X				
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks			X			
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks	X					
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks	X					
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	X					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding		X				
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg	X				
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & carrying – 16kg and above					X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder		X				
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body			X			
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)			X			
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands					X	
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> eg. emergency or grief situations		X				
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness		X				
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries		X				
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues	X					
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain	X					
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X

## POSITION DESCRIPTION

# Human Resources Advisor



Health  
Illawarra Shoalhaven  
Local Health District

### Our CORE Values

Collaboration  
Openness  
Respect  
Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Number	
Cost Centre	
Position Classification	Health Manager Level 1
State Award	Health Managers (State) Award
Reporting to	Senior Manager People Partners
Does this role manage or supervise others?	No
Vaccination Category	B
Website	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE (max 3,800 characters with spaces)

The Human Resources (HR) Advisor provides advice, support, coaching and education to managers and staff on a range of HR management issues, including but not limited to, Award, policy/procedure and legislation requirements, workforce redesign, change management, leave management, performance, grievance management, misconduct, dispute management and exit interviews.

Reporting to the Senior Manager People Partners, the HR Advisor will work closely with People Partners to contribute to and support the delivery of excellent HR partnering and advisory services across the District.

## KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

- Provide contemporary, high quality operational human resources support, advice and coaching directly to managers and staff or via People Partners across all aspects of the employee lifecycle. This covers all aspects of people management, HR policies and procedures, relevant legislation and awards.
- Provide accurate and timely interpretation of industrial awards, HR policies and procedures to staff and managers.
- Provide advice, guidance and support to managers to determine staffing needs, role and structure design, assessment and analysis of position requirements to prepare position descriptions and complete the grading process.
- Contribute to providing advice, guidance and support to managers and staff in relation to change management processes, including restructures and case management.
- Prepare or update factsheets, intranet content and other resources in line with policies, procedures and best practice to assist managers and staff understand HR processes and improve employee experience.



- Prepare high level written correspondence in collaboration with People Partners and managers to support HR processes including briefs, risk assessments, checklists/forms, minutes, letters and reports.
- Provide high level administrative assistance including taking responsibility for document management, reporting and storage as required and taking minutes at relevant committees, meetings and other forums.
- Prepare and deliver HR related education sessions to managers and staff in collaboration with People Partners and other People & Culture teams/colleagues based on identified learning needs.
- Contribute to and support People and Culture initiatives and programs including, for example, workforce reporting and data analysis, exit surveys and interviews, PMES promotion and action planning.
- Maintain responsibility for personal and professional development by participating in training/education activities, mentoring and performance reviews.

## SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualifications and/or equivalent relevant experience working in a human resources function.
2. Demonstrated ability to accurately interpret relevant legislation, Awards, policies and procedures to provide comprehensive advice and support to implement best practice approaches.
3. Demonstrated strong organisational skills and experience responding to a high workload, prioritising to meet conflicting deadlines and the ability to work autonomously and as an effective team member.
4. Excellent interpersonal, communication, negotiation and conflict resolution skills with a proven ability to liaise, collaborate and maintain positive relationships with a range of stakeholders.
5. Demonstrated ability to prepare high quality written documents including correspondence and reports and confidently deliver presentations.

## KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Planning and prioritising high volume workload coming from multiple avenues with conflicting and often critical deadlines, often coordinating responses or input from other staff.
2. Effectively dealing with enquiries and managing stakeholder expectations when there is a need to understand all aspects of the problem or issue fully and thoroughly before providing an appropriate response.
3. Developing and maintaining extensive knowledge and understanding of relevant legislation, policies, procedures, programs and initiatives to deliver a high quality service.

## KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Senior Manager People Partners and team	Direct line manager – receive direction, support and coaching to deliver excellent services and develop capability in the role.
People & Culture teams	Engage, collaborate and communicate to address and progress HR enquiries, issues and projects as they arise.
Managers and staff	Provide excellent customer services by providing timely and accurate responses to enquiries.

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks		X				
	<b>Walking</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes			X			
	<b>Running</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks		X				
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks			X			
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks	X					
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks	X					
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	X					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding			X			
	<b>Lifting/ Carrying</b>			X			
		Light lifting & carrying – 0 – 9kg			X		
		Moderate lifting & carrying – 10 – 15kg					X
	Heavy lifting & carrying – 16kg and above						X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder			X			
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body			X			
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)			X			
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands					X	
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> eg. emergency or grief situations		X				
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness		X				
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries		X				
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues		X				
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain		X				
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X

## POSITION DESCRIPTION

# Human Resources Graduate



Health  
Illawarra Shoalhaven  
Local Health District

### Our CORE Values

Collaboration  
Openness  
Respect  
Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Number	
Cost Centre	
Position Classification	Administrative Officer Level 5
State Award	Health Employees' Administrative Staff
Reporting to	Senior Manager People Partners
Does this role manage or supervise others?	No
Vaccination Category	B
Website	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>

### PRIMARY PURPOSE (max 3,800 characters with spaces)

This position is an integral part of the People and Culture Directorate's succession planning strategy and will be provided with opportunities to develop capabilities in many aspects of the human resources function, with an emphasis of generalist HR skills.

Reporting to the Senior Manager People Partners, the HR Graduate will work closely with People Partners and the HR Advisor, performing duties to support the team to deliver excellent HR partnering and advisory services to the District.

### KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

- Provide a full range of administrative support services, managing work priorities and workflow within allocated resources to ensure delivery of efficient and effective services.
- Respond to a range of HR enquiries, including by managing the shared email inboxes, by providing accurate information, coordinating responses or referring enquiries to the appropriate colleague or team in an effective and responsive manner.
- Support and coordinate HR functions including but not limited to ISLHD Grading Committee, internal and external reporting, position description management and data entry into the Service Check Register.
- Support and maintain the electronic HR systems including but not limited to HPE Content Manager (TRIM), ROB, Ezisuite, HealthRoster, StaffLink, My Health Learning.

- Research, collate and analyse information to recommend an appropriate pathway to manage HR issues.
- Coordinate collation of documents and responses to subpoena requests on behalf of People & Culture.
- Provide coverage and assist when required to support the activities of other members of the team.
- Draft accurate and concise reports, documents and correspondence, including the preparation of complex correspondence for senior officers, in accordance with ISLHD policies and procedures.
- Maintain the records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information.
- Contribute to the development, maintenance and review of HR processes, systems and procedures to improve team efficiency and ensure the delivery of a quality service to internal and external customers of the People & Culture Directorate.
- Maintain responsibility for personal and professional development by participating in training/education activities, mentoring and performance reviews.
- Work independently under limited direction and within constraints set by senior management.
- Escalate more complex issues outside the scope of their position description.

## SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualifications in Human Resources Management or related
2. Demonstrated understanding and ability to interpret relevant legislation, Awards and policies.
3. Demonstrated high level organisational skills including ability to work independently to manage workload, prioritise actions and deliver within identified timeframes.
4. Demonstrated high level interpersonal skills including capacity for effective teamwork and relationships.
5. Demonstrated initiative, problem solving skills and a commitment to continuous improvement.
6. Demonstrated high level written and verbal communication skills including in the delivery of excellent customer service.

## KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Planning and prioritising high volumes of work coming from multiple avenues with conflicting and critical deadlines.
2. Determining when enquiries and other issues need to be escalated due to their complexity and sensitivity.
3. Engaging in different learning opportunities and experiences while maintaining responsibility for core duties.

## KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Senior Manager People Partners	Responsible for managing the day to day activities of this position including arranging work allocation, mentoring/shadowing different team members and other learning opportunities across People & Culture Directorate.
People Partners and HR Advisor	Close working relationship including mentoring, shadowing, supervision and support to undertake duties.
People & Culture teams	Opportunities to collaborate, learn and seek advice/support.

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks		X				
	<b>Walking</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes			X			
	<b>Running</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks		X				
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks			X			
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks	X					
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks	X					
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	X					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding			X			
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		X			
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & carrying – 16kg and above					X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder			X			
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body			X			
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)			X			
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands					X	
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> eg. emergency or grief situations		X				
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness		X				
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries		X				
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues		X				
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain		X				
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X



## POSITION DESCRIPTION

# People & Culture Business Partner



Health  
Illawarra Shoalhaven  
Local Health District

### Our CORE Values

Collaboration  
Openness  
Respect  
Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Number	
Cost Centre	
Position Classification	Health Manager Level 3
State Award	Health Managers Award
Reporting to	Director People & Culture Business Partners & Workforce Relations
Does this role manage or supervise others?	No
Vaccination Category	B
Website	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE (max 3,800 characters with spaces)

The People and Culture Business Partner (PCBP) will lead and drive the implementation of People & Culture initiatives and interventions within their designated business portfolio to ensure staff are engaged and well supported so that ISLHD is able to achieve its strategic objectives. This includes identifying and defining specific people management issues and providing advice and guidance to leaders on the resolution of such issues, and recommending appropriate capability development options to support an environment where people are respected, valued, and supported to provide the best quality healthcare.

The PCBP will partner with leadership teams, specialist functions within the People & Culture Directorate and other key internal and external stakeholders, to implement fit for purpose short-, medium- and longer-term strategies required to address key workforce challenges including via HR processes such as:

- organisational design
- workforce planning
- change management
- capability development
- performance development and management
- talent management and succession planning
- dispute resolution, advocacy and mediation
- mentoring, coaching and facilitation
- team based interventions, employee engagement and action planning.



## KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

### Key Accountabilities:

- Build and maintain effective relationships with senior managers to directly influence and drive the implementation of a range of People and Culture projects, plans, tools, processes and systems.
- Collaborate with business leaders to develop and implement HR strategies that align with the organisation's goals and objectives. Provide insights and recommendations on workforce planning, talent acquisition, talent management, and succession planning.
- Collaborate with leaders to assess organisational needs and design interventions to improve performance, employee engagement, and organisational effectiveness. Proactively support change initiatives and facilitate manager education, training and coaching in goal setting, performance development and feedback processes.
- Identify, research and interpret specific people management issues/risks providing expert advice to senior leaders on the resolution of such issues in line with best practice, including appropriate capability development options and other interventions. Lead implementation and accountability for action taken to address such issues.
- Act as a conduit, leverage and collaborate with specialist P&C functions and other key stakeholders to implement fit for purpose people management and leadership strategies, programs, tools and innovative best practice solutions that respond to current and future business needs and priorities.
- Utilise data and analytics to identify trends, develop insights, and provide recommendations to improve HR processes and programs. Use data to support decision-making and measure the effectiveness of HR initiatives.
- Provide influential consultancy and act as a trusted advisor to senior managers providing guidance and support on complex employee relations matters, proactive union engagement, conflict and dispute resolution, performance management, and disciplinary actions. Ensure compliance with employment laws and regulations and work collaboratively with People Partners to guide, support and prepare documentation as required.
- Contribute to the development, implementation and review of policies, processes and procedures and in line with business requirements.
- Develop and use insights to coach and influence senior managers to understand and anticipate impacts of people issues and opportunities, embed a coaching culture and improve leadership and people management capability.
- Develop and implement programs and initiatives to enhance employee wellbeing and engagement, foster a positive work culture, and promote diversity and inclusion. Coordinate employee surveys and analyse data to identify trends and areas for improvement.
- Stay updated on relevant legislation, regulations, policies/procedures and best practices to ensure compliance.
- Represent ISLHD with external stakeholders and parties, as required, in relation to workplace and industrial relations, policy and workforce planning, including the NSW Ministry of Health, tribunals and other relevant jurisdictions.

## SELECTION CRITERIA (max 8 selection criteria)

1. Tertiary level qualifications in the disciplines of Human Resource Management, Commerce/Business, or Psychology, and/or equivalent work experience in human resources management in a large diverse service industry organisation.
2. Demonstrated extensive experience in human resource management with a proven track record of partnering with the business to develop and implement strategic people solutions to address key workforce challenges.
3. Highly developed interpersonal communication, business acumen, consulting and negotiation skills with the proven capacity to provide authoritative advice and maintain appropriate and credible relationships at senior levels.
4. Demonstrated high level analytical skills including the ability to use data and information to provide well written insights and comprehensive reports that contribute to effective decision-making, people management solutions and continuous improvement.
5. Proven ability to apply knowledge of employment legislation, awards and agreements, policies and best practice to identify and resolve complex workforce issues.

**KEY CHALLENGES** (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Establishing, fostering and maintaining a strategic approach and focus to managing workforce challenges/issues in a systematic, coordinated manner with a busy, operationally focussed leadership team.
2. Effectively managing competing priorities particularly balancing the day to day operational and more strategic demands of the role across a diverse and complex portfolio.
3. Demonstrating resilience and persistence in balancing the needs of competing demands within a complex, high volume work environment encompassing the delivery of strategic and operational outcomes.

**KEY RELATIONSHIPS** (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Director	Escalate concerns, make recommendations and collaborate to resolve issues, develop solutions and contribute to the development and achievement of the organisation's objectives
Leaders and managers	Strategic partnering to drive strategic and operational people and culture objectives; trusted advisor and colleague
Specialists within People & Culture Directorate and other key partners across the district	Collaborate to identify solutions and drive improvements in service and program delivery.

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks		X				
	<b>Walking</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	<b>Running</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks		X				
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks			X			
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks	X					
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks	X					
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	X					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding			X			
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		X			
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & carrying – 16kg and above					X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder			X			
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body			X			
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)			X			
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands					X	
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X

	<b>Touch</b> Use of touch is an integral part of work performance					X		
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CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Assisting</b> ↓						
	<b>Distressed people</b> eg. emergency or grief situations		X				
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness		X				
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries		X				
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues		X				
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain		X				
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X

## POSITION DESCRIPTION



Health  
Illawarra Shoalhaven  
Local Health District

# People & Culture Personal Assistant / Administration Officer

### Our CORE Values

Collaboration  
Openness  
Respect  
Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Classification	Administrative Officer Level 4
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records   Administration
Vaccination Category	Category B
ANZSCO Code	
Website	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>

### PRIMARY PURPOSE (max 3,800 characters with spaces)

The People & Culture PA/Administration Officer is responsible for the provision of high-level administrative support to enable the Director and the team to achieve their objectives in a timely, reliable, customer focused and efficient manner.

This position reports to the Director People & Culture Business Partners & Workforce Relations providing Personal Assistant (PA) support as well as working flexibly to provide administration support to the teams reporting to this role and the Director Organisational Development and Wellbeing as required.

### KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

- Provide a high level of executive and administrative support including but not limited to word processing, photocopying, emailing, electronic records management (HP Content Manager) and electronic filing, processing invoices, HealthRoster management and ordering of stock/stores.
- Provide diary management and coordinate/schedule meetings on behalf of the Director.
- Scheduling and coordination of meetings for groups/individuals on behalf of the wider team, including arranging meeting times, venues, attendees and catering as required.
- Attend relevant meetings and provide administrative support through the timely preparation of agenda, minutes and business papers.
- Respond to a range of enquiries providing information and referring enquiries in an effective and responsive manner, including assisting the Director to manage and respond to requests within designated timeframes.
- Ensure workload is organised effectively to meet deadlines, prompt and accurate responses in relation to requests, including executive correspondence requests.



- Draft accurate and concise reports, documents and correspondence, including drafting complex correspondence.
- Provide support, with supervised coordination and oversight of a range of initiatives, activities or events for the team.
- Manage the shared inboxes in collaboration and consultation with other members of the team/s.
- Support the team through creation of IV containers in HP Content Manager and records management related to investigations and other formal processes.
- Monitor the Work Health & Safety requirements of the work area and attend to maintenance requests as required.
- Maintain the ISLHD Organisation Chart including publishing on the intranet.
- Provide support for project work as required.
- Carry out a variety of functions which may be complex in nature and require judgement in selecting and applying established principles, techniques and methods.
- Monitor and evaluate administrative processes, systems and procedures to improve efficiency and best practice.
- Work under limited direction and guidance with regard to work priorities.
- Exercise judgement in selecting and applying established principles, techniques and methods.
- Escalate more complex issues outside the scope of their position description to the relevant manager for advice and guidance.

## SELECTION CRITERIA (max 8 selection criteria)

1. Demonstrated experience in providing high level executive support to senior managers.
2. Demonstrated ability to write reports, documents and correspondence, including drafting complex correspondence for senior officers, accurately and clearly.
3. Demonstrated excellent interpersonal and communication skills with ability to plan, organise and problem solve.
4. Demonstrated commitment to providing a quality service and quality improvement initiatives in workplace practices and procedure.
5. Demonstrated experience in the use of Microsoft Office packages including Word & Outlook and HPE Content Manager.
6. Ability to work independently and as a member of a team.

## KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

- Maintaining current knowledge of the frequently changing policies and procedures.
- Managing competing priorities and high volumes of work.
- Attending to the wide variety of day to day administrative tasks.

## KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO

WHY

Director People & Culture Business Partners & Workforce Relations	Day to day interaction to receive direction to provide required administrative support in line with the key accountabilities of this position.
People & Culture managers	Provide admin support by working flexibly and prioritising requests to ensure the smooth running of the team.
People & Culture Executive Assistant	Professional reporting line to ensure a proficient and efficient service is provided.

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# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks		X				
	<b>Walking</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes			X			
	<b>Running</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks		X				
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks			X			
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks	X					
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks	X					
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	X					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding			X			
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		X			
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & carrying – 16kg and above					X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder			X			
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body			X			
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)			X			
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands					X	
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance				X		



CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> eg. emergency or grief situations		X				
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness		X				
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries		X				
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues		X				
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain		X				
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X

# POSITION DESCRIPTION

## People Partner

<b>Our CORE Values</b>	Collaboration Openness Respect Empowerment	
<b>Organisation</b>	NSW Health	
<b>Local Health District /Agency</b>	Illawarra Shoalhaven Local Health District	
<b>Position Number</b>		
<b>Cost Centre</b>		
<b>Position Classification</b>	Health Manager Level 2	
<b>State Award</b>	Health Managers	
<b>Reporting to</b>	Senior Manager People Partners	
<b>Does this role manage or supervise others?</b>	No	
<b>Vaccination Category</b>	B	
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>	

### PRIMARY PURPOSE (max 3,800 characters **with spaces**)

The People Partner is responsible for a broad range of generalist human resources advice and services to portfolio clients, using effective partnering to advise, support, coach and mentor people managers to address people management issues. This role will partner with the business and other People and Culture (P&C) colleagues to deliver excellent HR partnering and advisory services to support the organisation to achieve its strategic, operational and performance goals.

Reporting to the Senior Manager People Partners, the People Partner will be part of an innovative and collaborative team. The role will work flexibly to support key priorities and ensure the ongoing delivery of excellent services to the District.

### KEY ACCOUNTABILITIES (max 3,800 characters **with spaces**)

- Partner with P&C experts, people leaders, and staff to develop and deliver excellent HR services, and implement fit for purpose people management and leadership strategies, programs, tools and innovative best practice solutions that respond to current and future business needs and priorities.
- Advise and coach managers and supervisors on a broad range of people management topics, with an emphasis on creating and sustaining highly engaged, high-performing teams, including but not limited to: Award and policy interpretation, job evaluation, design and grading, change management and case management, performance development and management processes, grievance management and dispute resolution, misconduct processes including investigations, exit interviews and feedback/coaching to improve people management practices.

- Deliver HR consultancy services to people leaders so that appropriate strategies and interventions are implemented to improve employee engagement and organisational capability.
- Understand manager/supervisor capability requirements, identify skill gaps and assist in the development of strategies to address talent and performance needs, including through the preparation and delivery of education to managers and staff and the development of information resources or tools.
- Contribute to, and implement a range of P&C projects, plans, tools, processes and systems to respond to future challenges, ensure legislative and regulatory compliance and standards and promote a culture of continuous improvement.
- Proactive union engagement, on an individual basis and as part of the local Staff Consultative Committees, to resolve issues, low level disputes and maintain positive relationships.
- Provide high quality information, data and analysis to provide insights and comprehensive reports that contribute to effective decision-making, people management solutions and continuous improvement, including contributing to strategies to report and improve key performance indicators.
- Contribute to the evaluation of People and Culture activities and recommend improvements that contribute to the effectiveness of current and future P&C initiatives.
- Maintain responsibility for personal and professional development by participating in training/education activities, mentoring and performance reviews.

## SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualification and/or equivalent work experience in human resources management in a large diverse service industry organisation.
2. Demonstrated experience in partnering with the business and coaching managers, to facilitate the delivery of high quality and timely human resources initiatives to support business objectives.
3. Demonstrated ability to interpret employment related legislation, Awards, policies/procedures and knowledge of contemporary human resources practices to be able to provide authoritative advice, recommendations and best practice solutions.
4. Demonstrated high level interpersonal, influencing and negotiation skills and the ability to develop and maintain trusted relationships.
5. Demonstrated high level analytical skills including the ability to use data and information to provide insights and comprehensive reports that contribute to effective decision-making.
6. Demonstrated high level written and verbal communication skills including the ability to confidently prepare correspondence, reports and deliver presentations.

## KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Exercise sound judgement, empathy and discretion when dealing with sensitive, complex HR matters.
2. Autonomously provide direction, guidance, coach and support people management issues with senior managers, line managers and other stakeholders.
3. Develop and maintain effective relationships and leverage support from specialist People and Culture teams to deliver positive outcomes for the business and our people.

**KEY RELATIONSHIPS** (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Senior Manager People Partners and team	Direct line manager, seek direction, advice, support, coaching/mentoring to delivery excellent HR partnering and advisory services. Provide information, feedback, collaborate, problem solve.
People & Culture colleagues	Liaise to ensure provision of timely and accurate advice; collaborate to problem solve, build and deliver solutions and identify improvements to achieve the objectives of the business.
People Managers	Provide information, advice and recommendations; support, coach and mentor to develop capability in the effective management of people issues; seek to understand business requirements and issues to deliver fit for purpose solutions.
Unions and associations	Consult, negotiate and develop positive relationships to resolve issues that will improve workplace culture and employee experience.

DRAFT

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks		X				
	<b>Walking</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	<b>Running</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks		X				
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks			X			
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks	X					
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks	X					
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	X					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding			X			
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		X			
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & carrying – 16kg and above					X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder			X			
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body			X			
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)			X			
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands					X	
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> eg. emergency or grief situations		X				
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness		X				
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries		X				
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues		X				
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain		X				
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X

## POSITION DESCRIPTION

# People Partner/Workforce Relations Coordinator

<b>Our CORE Values</b>	Collaboration Openness Respect Empowerment	
<b>Organisation</b>	NSW Health	
<b>Local Health District /Agency</b>	Illawarra Shoalhaven Local Health District	
<b>Position Number</b>		
<b>Cost Centre</b>		
<b>Position Classification</b>	Health Manager Level 2	
<b>State Award</b>	Health Managers	
<b>Reporting to</b>	Senior Manager People Partners	
<b>Does this role manage or supervise others?</b>	No	
<b>Vaccination Category</b>	B	
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>	

## PRIMARY PURPOSE (max 3,800 characters with spaces)

The People Partner/Workforce Relations Coordinator is responsible for a broad range of generalist human resources advice and services to portfolio clients, using effective partnering to advise, support, coach and mentor people managers to address people management issues. This role will partner with the business and other People and Culture (P&C) colleagues to deliver excellent HR partnering and advisory services to support the organisation to achieve its strategic, operational and performance goals.

Reporting to the Senior Manager People Partners, the People Partner/Workforce Relations Coordinator will be part of an innovative and collaborative team. This role will also hold the portfolio of Workforce Relations to provide specialist support and advice to the broader PCBP & Workforce Relations team. The role will work flexibly to support key priorities and ensure the ongoing delivery of excellent services to the District.

## KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

- Partner with P&C experts, people leaders, and staff to develop and deliver excellent HR services, and implement fit for purpose people management and leadership strategies, programs, tools and innovative best practice solutions that respond to current and future business needs and priorities.
- Advise and coach managers and supervisors on a broad range of people management topics, with an emphasis on creating and sustaining highly engaged, high-performing teams, including but not limited to: Award and policy interpretation, job evaluation, design and grading, change management and case management, performance development and management processes, grievance management and dispute resolution, misconduct processes including investigations, exit interviews and feedback/coaching to improve people management practices.
- Deliver HR consultancy services to people leaders so that appropriate strategies and interventions are implemented to improve employee engagement and organisational capability.
- Understand manager/supervisor capability requirements, identify skill gaps and assist in the development of strategies to address talent and performance needs, including through the preparation and delivery of education to managers and staff and the development of information resources or tools.
- Contribute to, and implement a range of P&C projects, plans, tools, processes and systems to respond to future challenges, ensure legislative and regulatory compliance and standards and promote a culture of continuous improvement.
- Proactive union engagement, on an individual basis and as part of the local Staff Consultative Committees, to resolve issues, low level disputes and maintain positive relationships.
- Research, collate and prepare documents for a range of workforce matters, including but not limited to, legal matters and matters in the NSW Industrial Relations Commission and other jurisdictions and liaise with external bodies such as unions and legal firms.
- Provide high quality information, data and analysis to provide insights and comprehensive reports that contribute to effective decision-making, people management solutions and continuous improvement, including contributing to strategies to report and improve key performance indicators.
- Contribute to the evaluation of People and Culture activities and recommend improvements that contribute to the effectiveness of current and future P&C initiatives.
- Maintain responsibility for personal and professional development by participating in training/education activities, mentoring and performance reviews.

## SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualification and/or equivalent work experience in human resources management in a large diverse service industry organisation.
2. Demonstrated experience in partnering with the business and coaching managers, to facilitate the delivery of high quality and timely human resources initiatives to support business objectives.
3. Demonstrated ability to interpret employment related legislation, Awards, policies/procedures and knowledge of contemporary human resources practices to be able to provide authoritative advice, recommendations and best practice solutions.
4. Demonstrated high level interpersonal, influencing and negotiation skills and the ability to develop and maintain trusted relationships.
5. Demonstrated high level analytical skills including the ability to use data and information to provide insights and comprehensive reports that contribute to effective decision-making.
6. Demonstrated high level written and verbal communication skills including the ability to confidently prepare correspondence, reports and deliver presentations.



## KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Exercise sound judgement, empathy and discretion when dealing with sensitive, complex HR matters.
2. Autonomously provide direction, guidance, coach and support people management issues with senior managers, line managers and other stakeholders.
3. Develop and maintain effective relationships and leverage support from specialist People and Culture teams to deliver positive outcomes for the business and our people.

## KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Senior Manager People Partners and team	Direct line manager, seek direction, advice, support, coaching/mentoring to delivery excellent HR partnering and advisory services. Provide information, feedback, collaborate, problem solve.
People & Culture colleagues	Liaise to ensure provision of timely and accurate advice; collaborate to problem solve, build and deliver solutions and identify improvements to achieve the objectives of the business.
People Managers	Provide information, advice and recommendations; support, coach and mentor to develop capability in the effective management of people issues; seek to understand business requirements and issues to deliver fit for purpose solutions.
Unions and associations	Consult, negotiate and develop positive relationships to resolve issues that will improve workplace culture and employee experience.

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks		X				
	<b>Walking</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	<b>Running</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks		X				
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks			X			
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks	X					
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks	X					
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	X					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding			X			
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		X			
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & carrying – 16kg and above					X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder			X			
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body			X			
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)			X			
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands					X	
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> eg. emergency or grief situations		X				
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness		X				
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries		X				
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues		X				
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain		X				
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X

## POSITION DESCRIPTION

# Senior Manager People Partners



Health  
Illawarra Shoalhaven  
Local Health District

### Our CORE Values

Collaboration  
Openness  
Respect  
Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Number	
Cost Centre	
Position Classification	Health Manager Level 4
State Award	Health Managers Award
Reporting to	Director People & Culture Business Partners & Workforce Relations
Does this role manage or supervise others?	No
Vaccination Category	B
Website	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE (max 3,800 characters with spaces)

The Senior Manager People Partners will provide leadership, direction, coordination, and oversight in the delivery of excellent human resources partnering and advisory services across the District. This role is responsible for building a high performing team to deliver quality advice, support, coaching and education to people managers and staff.

The role will oversee the efficient and effective allocation of People Partners across the District in line with business needs and in collaboration with the Executive, PCBPs, specialist functions within the People & Culture Directorate and other key internal and external stakeholders.

The key functions of the team include but are not limited to:

- Providing HR consultancy services to people managers within a business partner model;
- Providing HR advisory services to managers and staff to support Award, policy and legislation compliance;
- Supporting HR processes including position description grading and management, internal and external reporting and other compliance obligations, union engagement and dispute/tribunal support; and
- Delivering HR education programs to managers and staff based on identified business needs and capability gaps.

Reporting to the Director People & Culture Business Partners and Workforce Relations, the Senior Manager People Partners will be hands on in the delivery of services when required, particularly in relation to the management of complex matters, and will work closely with other members of the People & Culture Directorate to deliver agreed outcomes in line with the District's annual priorities and strategic objectives.

## KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

### Key Accountabilities:

- Lead the delivery of excellent HR partnering and advisory services across the employee lifecycle, taking a human centred approach to elevate employee experience and build a positive workplace culture.
- Manage the day-to-day operations to ensure the delivery of excellent services, the provision of comprehensive, accurate and timely advice and reporting requirements in line with relevant legislation, Awards and policy/procedure.
- Manage stakeholder relationships through effective communication, negotiation and issues management to ensure they are engaged, understand processes and their responsibilities.
- Lead and coach the team on a broad range of people management issues including but not limited to: Award and policy interpretation, position evaluation/grading, change management, performance, grievance management, misconduct investigations, union engagement and dispute resolution, and exit interviews.
- Foster a collaborative approach with the business, within the team and with specialist P&C functions to deliver fit-for-purpose people management solutions.
- Lead and facilitate the delivery of services to people leaders so that appropriate strategies and interventions are implemented to improve employee engagement, workplace culture and organisational capability.
- Working closely with PCBP's coordinate the delivery of in-service education programs for managers and staff on matters relevant to employee relations and generalist human resources management issues in line with the needs of the business.
- Leverage the knowledge of subject matter experts within the People & Culture Directorate to facilitate the provision of integrated approaches to complex people issues and to support the ongoing development of the team.
- Lead the implementation and evaluation of a range of strategies, projects, plans, KPIs, tools, processes and systems to facilitate a culture of continuous improvement.
- Working closely with the Senior Manager Workforce Relations, Policy and Practice, coach and educate People Partners to support managers to take a proactive approach to union engagement, industrial negotiation, dispute management and alternate dispute resolution, including preparing documentation to represent or advocate on behalf of the ISLHD before the relevant statutory tribunals.

## SELECTION CRITERIA (max 8 selection criteria)

1. Tertiary level qualifications in the disciplines of Human Resource Management, Commerce/Business, or Psychology, and/or equivalent work experience in human resources management in a large diverse public sector organisation.
2. Demonstrated leadership capability with a proven track record of coaching, developing and empowering staff and building a high performing team.
3. Highly developed interpersonal communication, negotiation and influencing skills with the proven capacity to interact constructively and collaboratively with a diverse range of stakeholders and maintain credible relationships at senior levels.
4. Demonstrated high level analytical and problem solving skills, including extensive experience effectively resolving workplace disputes, conducting complex investigations, managing grievances and the ability to make representations in industrial tribunals.
5. Proven track record working in a complex, high volume work area and successfully leading a team to manage competing demands to ensure that deadlines are met, and quality outcomes are delivered.
6. Demonstrated ability to use data and information to provide well written insights and comprehensive reports that contribute to effective decision-making, people management solutions and continuous improvement.

## KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Maintain detailed knowledge of relevant human resource legislation and policy to ensure compliance and support accurate and effective decision making.
2. Build effective, productive relationships with internal and external stakeholders to provide quality and timely human resources advice and influence key stakeholders.
3. Manage competing priorities and diverse stakeholder needs while maintaining a positive organisational culture within the team.

## KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Director	Escalate concerns, make recommendations and collaborate to resolve issues, develop solutions and contribute to the development and achievement of the organisation's objectives
Leaders and managers	Stakeholder management including effective communication, negotiation and issues management to achieve operational people and culture objectives
Specialists within People & Culture Directorate and other key partners across the district	Collaborate to identify solutions and drive improvements in service delivery.

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks		X				
	<b>Walking</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes			X			
	<b>Running</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks		X				
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks			X			
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks	X					
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks	X					
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	X					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding			X			
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		X			
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & carrying – 16kg and above					X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder			X			
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body			X			
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)			X			
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands					X	
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> eg. emergency or grief situations		X				
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness		X				
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries		X				
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues		X				
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain		X				
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X



## POSITION DESCRIPTION

# Senior Manager Workforce Relations, Policy and Practice



Health  
Illawarra Shoalhaven  
Local Health District

Our CORE values  
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Health Mgr Lvl 4
State Award	Health Managers (State) Award
Category	Human Resources and Recruitment   Industrial Relations   Industrial Relations Specialist
Website	<a href="http://www.islhd.health.nsw.gov.au/">www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

The Senior Manager Workforce Relations Policy and Practice will lead the development, implementation and evaluation of workforce relations strategy, policy/procedures and practices within the District. As the IR/ER subject matter expert for the LHD, responsibilities include providing expert advice, support and guidance to ensure ISLHD responds effectively to a wide range of complex workforce matters in line with relevant Awards, policy, employment legislation and best practice, including investigating reportable conduct matters or matters requiring external notifications

The role guides the development and maintenance of positive relationships between the LHD, its employees and unions and leads dispute resolution processes including representing the LHD in various tribunals.

Reporting to the Director People & Culture Business Partners (PCBPs) and Workforce Relations, the Senior Manager Workforce Relations, Policy and Practice will work closely with other members of the People & Culture Directorate to deliver agreed outcomes in line with the District's annual priorities and strategic objectives.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

## POSITION DESCRIPTION

# Senior Manager Workforce Relations, Policy and Practice



**Health**  
Illawarra Shoalhaven  
Local Health District

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## KEY ACCOUNTABILITIES

- Lead and oversee a proactive approach towards consultative arrangements with trade unions in collaboration with relevant stakeholders to develop and maintain positive relations with employees and their representatives through effective communication and consultation, accurate interpretation and consistent application of awards, legislation and policies.
- Develop, review, and implement workforce relations strategy, policy and procedures, ensuring consistency and compliance with NSW Health policy and relevant legislation and in line with the organisation's strategic direction and objectives.
- Provide advice, guidance and support to effectively manage the handling of complex and sensitive matters and investigations including reportable conduct, criminal charges, and Working with Children Checks relating to employees to ensure compliance with reporting, policy and statutory requirements.
- Prepare and review documents and correspondence relevant to employment matters including where managing serious misconduct, performance concerns or disputes.
- Provide high level expert strategic advice and recommendations on a wide range of complex workforce issues to the Director PCBPs & Workforce Relations, the Executive, and the Chief Executive.
- Provide professional leadership and build capability and implement strategies to equip managers and HR professionals to resolve matters at a local level and fulfil their responsibilities effectively.
- Identify emerging workforce issues and opportunities to enhance existing workforce processes, practices and frameworks to ensure consistent decision making and prevent, minimize or resolve issues/disputes and align to the LHD's priorities.
- Lead and contribute to projects and continuous improvement activities to improve LHD performance relevant to workforce relations.
- Facilitate training and information sessions on relevant workforce issues in collaboration with other P&C team members and where relevant other LHDs, the Ministry of Health and legal firms, to promote the LHDs direction, create awareness, and to build capability within the LHD.
- Represent the LHD and lead negotiations with industrial associations and employee representatives in various tribunals to minimise cost and promote positive outcomes in the settlement of disputes and other matters.
- Prepare effective defence and resolution as required including arbitration for the LHD in liaison with Legal Services, briefing and instructing legal teams, protecting the reputation and finances of the LHD.
- Represent the LHD at various forums relevant to role and liaise directly with Ministry of Health as required.
- Form strong and effective working partnerships with internal and external stakeholders in order to facilitate the delivery of a high level, professional consulting service.

## KEY CHALLENGES

Provision of effective workforce relations services within a complex and diverse environment whilst collaborating with key stakeholders to promote strategic and practical workforce relations skills and capacity within the LHD.

- Model, promote and encourage a culture that embraces a positive attitude focused on dispute resolution in interactions with senior leaders and HR professionals.
- Demonstrating resilience and persistence in balancing the needs of competing demands within a complex, high work volume environment.

## POSITION DESCRIPTION

# Senior Manager Workforce Relations, Policy and Practice



**Health**  
Illawarra Shoalhaven  
Local Health District

### KEY RELATIONSHIPS

Who	Why
Director PCBPs & Workforce Relations and People & Culture colleagues	Direct line management and key professional relationships to build capability in managing workforce relations matters, deliver improvements, and to provide professional support, guidance and leadership
Unions, tribunals and legal services	Key relationships for effective resolution of workforce issues and industrial matters
Ministry of Health, other Local Health Districts	Key relationships for policy guidance, information sharing, and consistent workforce relations application across NSW Health

### SELECTION CRITERIA

1. Relevant tertiary qualifications and/or equivalent and extensive experience in senior workforce functions in a large and complex organisation.
2. Expert knowledge of the legislative framework relating to workforce relations in the health sector.
3. Extensive analytical and problem solving skills, including experience in effectively resolving workplace disputes and grievances, and making representations in industrial tribunals.
4. Excellent negotiation and influencing skills including the ability to interact constructively and collaboratively with a diverse range of stakeholders, throughout all organisational levels.
5. Experience working in a complex and high volume work area, with the ability to successfully manage competing demands to ensure that deadlines are met.
6. Demonstrated experience effectively leading and developing a diverse range of staff to deliver high quality outcomes.

**POSITION DESCRIPTION**

# Senior Manager Workforce Relations, Policy and Practice



## JOB DEMANDS CHECKLIST

### Definitions

\* Denotes a critical requirement of the job

### Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks		X				
	<b>Walking</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	<b>Running</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks		X				
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks			X			
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks	X					
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks	X					
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	X					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding			X			
	<b>Lifting/ Carrying</b>			X			
		Light lifting & carrying – 0 – 9kg			X		
		Moderate lifting & carrying – 10 – 15kg					X
	Heavy lifting & carrying – 16kg and above						X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder			X			
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body			X			
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)			X			
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands					X	
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries				X		

**POSITION DESCRIPTION**

# Senior Manager Workforce Relations, Policy and Practice



<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals						X
<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X
<b>Touch</b> Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> eg. emergency or grief situations		X				
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness		X				
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries		X				
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues		X				
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain		X				
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X