



ROLE DESCRIPTION

Role Title:	Workforce Business Partner		
Classification Code:	ASO5	Position Number	
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Workforce		
Division:	Statewide Clinical Support Services		
Department/Section / Unit/ Ward:	Workforce		
Role reports to:	Director of Workforce		
Role Created/ Reviewed Date:			
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Workforce Business Partner is accountable to the Manager, People and Culture, for the delivery of a broad range of HR services which target current and future organisational needs. This requires working closely with business leaders and/or line managers to identify and achieve shared organisational objectives.</p> <p>The Workforce Business Partner supports the implementation of proactive workforce strategies and interventions within services across the designated portfolio(s) in order to drive continuous improvement, performance and accountability and a culture that assures the achievement of the organisational workforce goals and objectives.</p> <p>The Workforce Business Partner assists the Manager, Workforce to provide support to Executives, Directors and Senior Managers which contributes to the achievement of SA Government, SA Health and Central Adelaide LHN strategic goals and priorities.</p> <p>As a member of the broader People and Culture team the Workforce Business Partner assists in the identification of business risks and provides expert support and advice on complex matters to the team.</p>

Key Relationships/ Interactions:

Internal

- Reports to the Director of Workforce
- Works collaboratively and in partnership with other Managers within the Workforce Division;
- Works closely with Executives, Directors and Senior Managers, other HR, IR, WHS Specialists, Business Support and change teams within the Division and across SA Health and with other relevant stakeholders;
- Partners with Executives, Directors and a diverse range of heads of departments or leaders
- Maintains effective relationships with employees;
- Represents SA Health on whole of government committees and forums where required.
- Participates as a member of the Workforce Leadership Team.

External

- Consults, participates and liaises with HR and IR staff at all levels across all SA Health and other Government departments;
- Build solid foundational and working relationships where identified with the private sector, external agencies and relevant employee associations (e.g. unions .

Challenges associated with Role:

Major challenges currently associated with the role include:

- Supporting a large, complex client base which has significant employee association demands
- Influencing and assisting leaders to deliver effective decisions to support the current and future workforce requirements
- Supporting a significant change and reform agenda
- Managing multiple historical and significant matters

Delegations:

Nil

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- Code of Fair Information Practice.
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the Seniors of the South Australian Government's Risk Management Policy to work as appropriate.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

Special Conditions:

It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.

Depending on work requirements the incumbent may be transferred to other locations across Central Adelaide LHN to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *SA Health (Health Care Act) Human Resources Manual*.

The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

Some out of hours work and Intra/interstate travel necessitating overnight absences may be required.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Delivery of proactive services and support in Workforce Management, Planning and Implementation.</p>	<p>Provide strategic Workforce services across the designated portfolio(s) to ensure the achievement of operational business goals by:</p> <ul style="list-style-type: none"> • Participating with line managers in local workforce planning initiatives in line with the SA Health wide Workforce Planning framework, which supports local workforce priorities and critical shortage areas. • Providing input and analysis of workforce statistics and Key Performance Indicators (KPIs) relevant to the local health site. • Encouraging a culture of positive employee relations, as well as supporting managers in resolving complex and sensitive matters. • Assisting leaders with the Identification, development, implementation of strategic opportunities and solutions. • Assist with the development and implementation of HR strategies which improve workforce management and workforce performance. • Participate in the review and development of HR practices to ensure a consistent approach is developed and maintained. • Providing expert advice with respect to organisational design and review and participating in the development and implementation of appropriate change management programs.
<p>HR Business Partnering, consultancy and advice.</p>	<p>Provide expert human resource advice to leaders and staff across the designated portfolio by:</p> <ul style="list-style-type: none"> • Providing high level expert support to the executive and managers in the sensitive and appropriate management and resolution of conflict, under-performance, misconduct, grievances, complaints and investigations. • Undertaking research and investigations into complex human resource operational tasks, including grievances, appeals and remuneration assessments and providing reports and recommendation to management. • Liaising, consulting and negotiating with key stakeholders involved in the case management of critical, complex and sensitive cases. • Providing effective management of excess workers and supporting Occupational Health, Safety and Welfare and Injury Management consultants with respect to the management of work injured employees. • Facilitating and developing a client focussed business partnership approach to the delivery of HR consultancy and advice services within respective portfolios.

	<ul style="list-style-type: none"> • Researching complex human resource and employee relations issues and preparation of reports and responses to senior management, including Ministerial correspondence. • Providing independent, objective and expert support and advice on complex and sensitive matters that impact on SA Health and/or Central Adelaide LHN business operations. • Providing HR leadership, coordination and support in relation to restructures and reorganisations. • Providing expert contribution to the development, implementation and evaluation of SA Health wide human resources plans and policies, ensuring local implementation is tailored to suit the needs of the site.
Project Management	<p>Support workforce planning and strategy development specific to the needs of the designated portfolio(s) by:</p> <ul style="list-style-type: none"> • Identifying and providing project management services and advice to address operational needs such as restructuring, implementation of new policy and/or procedures and recruitment initiatives • Provide assistance with operational human resource project management, advice and services that result in improved human resource service delivery and best practice human resource processes and systems. • Contributing to the development, implementation and evaluation of SA Health wide human resources plans and policies, ensuring local implementation is tailored to suit the needs of the LHN. • Contribute to significant workforce projects as required which may be at a LHN or SA Health-wide level. • Providing input and analysis of workforce statistics and Key Performance Indicators (KPIs).
Continuous Improvement	<p>Facilitate continuous improvement across the HR function through:</p> <ul style="list-style-type: none"> • Participating in the development and application of whole of Health HRM policies and procedures and contributing to the implementation of relevant requirements resulting from the introduction of Enterprise Bargaining Agreements and Award variations at the local level. • Participate in a culture of risk awareness and responsiveness in relation to workforce risks. • Providing support to HR related aspects of quality accreditation processes. • Assist in the identification of key performance indicators and best practice benchmarks that will promote the development of improvements in efficiency in HR performance. • Maintaining both internal and external relationships to capitalise on the knowledge of others. Also contributing in this way in other forums and associations.

	<ul style="list-style-type: none"> • Developing procedures, practice guidelines and quality indicators aligned with SA Health Workforce requirements and local area needs. • Developing and implementing strategies to improve customer service and relationships.
Learning & Development	<p>Support the upskilling People and Culture team members and leaders across the Central Adelaide Local Health Networks through:</p> <ul style="list-style-type: none"> • Contribute to the provision of accurate and relevant information through building knowledge capacity across the People and Culture team. • Participating in the provision of information and training to line managers and staff on contemporary, accountable people management issues, legislative compliance requirements and industrial regulations. • Assisting in the design and implementation of internal leadership training programs that targets specific areas identified through business partnering.
Divisional Effectiveness	<p>Ensure the delivery of customer focussed Workforce activities and projects by:</p> <ul style="list-style-type: none"> • Operating within SA Health wide Workforce policies and procedures which lead to a standardised, best practice system of Human Resource Management service provision across SA Health. • Participate in a culture, which is highly responsive to the needs of our business partners and external clients. • Contributing to the promotion and implementation of the objects and Seniors of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector). • Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Occupational Health, Safety and Welfare Act 1986, Awards and Enterprise Agreements. • Demonstrating appropriate behaviours which reflect a commitment to the LHN and SA Health values and strategic directions. • Participating in the organisation's Performance Review and Development program. • Undertaking training as required attaining and maintaining required competency of skills and knowledge applicable to the role.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- N/A

Personal Abilities/Aptitudes/Skills

- High level interpersonal, interaction and astute perception skills and abilities that engender the trust and confidence of management, staff and other stakeholders resulting in effective collaboration and productive working relationships with peers, staff and stakeholders.
- Ability to work independently, under limited direction including identifying performance outcomes, and setting priorities to achieve objectives and meet deadlines, often in a context of competing priorities and expectations.
- Demonstrated ability to research and undertake sensitive and/or complex investigations and projects, analyse and summarise information, and develop and report on appropriate policies, strategies and solutions.
- Demonstrated ability to influence and assist staff through organisational change and development.

Experience

- Experience in providing expert advisory and consultancy services to senior management in a range of general Human Resource matters, including advising on, interpreting and administering legislative and policy requirements and representing the organisation during complex employee relations processes.
- Experience in the development, implementation and evaluation of best practice policies, procedures, strategies and/or initiatives designed to improve human resource management practices.
- Experience in the provision of generalist human resource administrative services and functions, including classification management, performance management, disciplinary processes and investigations, projects, report writing and strategies that support SA Health and local site specific goals and objectives.
- Demonstrated experience in the development, delivery and evaluation of HR related training.

Knowledge

- Possess a sound understanding of contemporary HR practices and approaches, human resource management and procedures and their application with the SA Public Sector, including awards, guidelines, EB Agreements and Codes of Practice, OHS&W, EEO and performance management processes and quality improvement principles and procedures.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Post-secondary qualification in a Human Resource Management or a related field.

Personal Abilities/Aptitudes/Skills:

- Ability to lead and inspire staff by modelling high standards of work performance, provide leadership in the creation of ideas and innovation and clearly communicate the strategic direction of the organisation.

Experience

Knowledge

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network:

Central Adelaide LHN is responsible for promoting and improving the health of central metropolitan Adelaide and the broader community by providing integrated health care and hospital services.

Central Adelaide LHN brings together the hospitals of (Royal Adelaide Hospital [RAH] as a major tertiary facility, The Queen Elizabeth Hospital [TQEH] as a general hospital, and our rehabilitation hospitals Hampstead Rehabilitation Centre [HRC] and St Margaret's Rehabilitation Hospital [SMRH]), and a significant number of mental health and primary health care services. Central Adelaide LHN also governs a number of statewide services including SA Dental Service, SA Prison Health Service, BreastScreen SA and DonateLife SA, and has financial administrative responsibility for Statewide Clinical Support Services incorporating SA Pathology, SA Medical Imaging and SA Pharmacy.

Health Network/ Division/ Department:

The People and Culture team provides business focused support to the Central Adelaide Health Network through the provision of a range of HR related services delivered via a business partnering model.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: _____ **Role Title:** _____

Signature: _____ **Date:** _____

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name: _____ **Signature:** _____

Date: _____