



## ROLE DESCRIPTION

|   |  |
|---|--|
| <b>Role Title:</b>                              | <b>Workforce Business Partner</b>  |
| <b>Classification Code:</b>                     | ASO4   |
| <b>LHN/ HN/ SAAS/ DHA:</b>                      | Central Adelaide Local Health Network (CALHN)  |
| <b>Division:</b>                                | Workforce  |
| <b>Department/Section / Unit/ Ward:</b>         | Statewide Clinical Support Services (SCSS)   |
| <b>Role reports to:</b>                         | Senior Workforce Business Partner  |
| <b>Role Created/ Reviewed Date:</b>             | March 2022   |
| <b>Criminal and Relevant History Screening:</b> | <input type="checkbox"/> Aged (NPC)<br><input type="checkbox"/> Working With Children's Check (WWCC) (DHS)<br><input checked="" type="checkbox"/> Vulnerable (NPC)<br><input type="checkbox"/> General Probity (NPC)                                   |
| <b>Immunisation Risk Category Requirements:</b> | <input type="checkbox"/> Category A (direct contact with blood or body substances)<br><input type="checkbox"/> Category B (indirect contact with blood or body substances)<br><input checked="" type="checkbox"/> Category C (minimal patient contact) |

## ROLE CONTEXT

### Primary Objective(s) of role:

The Workforce Business Partner is responsible for the provision of timely and quality HR advice on a range of operational HR policies and procedures. The incumbent will partner with a Senior HR Business Partner to provide an advisory and consultancy service on HR matters of some complexity; will assist with project work within broadly defined guidelines; maintain efficient work practices and contribute to the provision of effective and engaging HR Business Partnering services for the organisation.

The Workforce Business Partner will support managers in the areas of recruitment and selection; classification management, industrial relations, performance management, misconduct and compliance, training and development, HR Governance and compliance, organisational development, WH&S and redeployment.

The Workforce Business Partner is responsible for building relationships with the business, which supports managers and staff, as well as promoting and modelling best practice HR across SCSS. The position is also responsible for maintaining efficient work practices and ensuring the provision of effective customer service.

The incumbent will be expected to uphold the SCSS core values of Integrity, Compassion, Accountability, Respect, Compassion and Excellence (ICARE) as part of their role.

### Key Relationships/ Interactions:

#### Internal

- > The Workforce Business Partner reports to the Senior Workforce Business Partner and works in partnership with other workforce team members within SCSS Workforce.
- > The incumbent liaises with and provides advice to employees and managers.

#### External

- > Liaises with Shared Services and other Government Departments and external organisations as required.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Dealing with high volumes of work and competing demands.
- > Providing workforce advice at various levels of complexity.

### 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, Directives, Determinations and Guidelines, 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 for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012* (SA).
- > *Information Privacy Principles Instruction*.
- > 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 principles of the *South Australian Government's Risk Management Policy* to work as appropriate.
- > The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

#### 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.

#### White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

#### Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.

- > 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.

## Key Result Area and Responsibilities

| Key Result Areas                                      | Major Responsibilities  |
|---|---|
| <b>Workforce Business Partnering</b>                  | <p>Ensure the provision of responsive and engaging Workforce Business Partnering and consultancy service by:</p> <ul style="list-style-type: none"> <li>&gt; Providing accurate and timely HR advice to managers and staff, and practical assistance on operational issues regarding, conditions of employment, HR policies and procedures and other SA Public Sector guidelines.</li> <li>&gt; Assisting in gathering information, identifying operational needs and preparing documentation associated with recruitment, promotional interviews, classification management, performance management, disciplinary matters, appeals and remuneration assessment processes.</li> <li>&gt; Assisting with the preparation of complex briefings, letters and reports for approval, that comply with SA Health legislative framework.</li> <li>&gt; Assisting the Senior Workforce Business Partners with research into and analysis of a range of HR issues and producing appropriate written reports and recommendations.</li> <li>&gt; Positively responding to, and developing collaborative working partnerships with businesses, and liaising with relevant key staff and external stakeholders.</li> </ul> <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>• Assisting in workforce planning and in the development, implementation and review of workforce related strategies which drive workforce improvement and best practice</li> <li>• Positively responding to and developing collaborative working partnerships with businesses and liaising with relevant key staff and external stakeholders.</li> </ul> |
| <b>Project and Policy</b>                             | <ul style="list-style-type: none"> <li>• Undertaking research into and analysis of a range of workforce issues, including matters of some complexity, and producing appropriate written reports and recommendations.</li> <li>• Participating in project teams created to address operational workforce needs, such as restructuring, implementation of new policy, recruitment drives etc., including taking responsibility for project elements.</li> <li>• Contributing to the development, implementation and review of Departmental workforce policies and procedures.</li> <li>• Reviewing and investigating current practices and processes to provide recommendations for improvement and further development.</li> </ul>   |
| <b>Administration and Workforce System Management</b> | <p>Undertake a range of functions which support the provision of an effective HR service by:</p> <ul style="list-style-type: none"> <li>&gt; Extracting, preparing researching and developing reports on HR information for presentation to clients</li> <li>•</li> <li>• Managing and maintaining databases and systems relating to a broad range of workforce information and issues in a timely and accurate manner.</li> <li>• Assisting in the timely preparation of HR data, statistics and other reports, including checking for data integrity.</li> <li>• Contributing to the development, coordination and monitoring of workforce Key Performance Indicators (KPIs) and annual and regular localised reporting requirements.</li> <li>• Developing, implementing and maintaining HR resources such as spreadsheets, written instructions; databases and systems relating to a broad range of HR information and issues in a timely and accurate manner.</li> </ul>   |

| Key Result Areas                                   | Major Responsibilities   |
|--|--|
|  | <ul style="list-style-type: none"> <li>•</li> </ul>  |
| <b>Contribution to effective operation of unit</b> | <ul style="list-style-type: none"> <li>• Contributing to the promotion and implementation of the objects and principles of the <i>Health Care Act 2008</i> and <i>Public Sector Act 2009</i> (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>• Adhering to the provisions of relevant legislation including but not limited to the <i>Equal Opportunity Act 1984</i>, <i>Work Health and Safety Act 2012</i> (SA), Awards and Enterprise Agreements.</li> <li>• Ensuring that the workforce service provided is customer focused, operates in an integrated team approach and culture and is highly responsive to the needs of our business partners and any external clients.</li> <li>• Demonstrating appropriate behaviours which reflect a commitment to the Department for Health values and strategic directions.</li> <li>• Participating in the organisation's Performance Review and Development program which will include a regular review of performance against the responsibilities and outcomes of their position.</li> <li>• Undertaking training as required attaining and maintaining required competency of skills and knowledge applicable to the role.</li> </ul>  |
| <b>Continuous Improvement</b>                      | <p>Facilitate continuous improvement across the HR function through:</p> <ul style="list-style-type: none"> <li>&gt; Participating in the development and application of Health HRM policies and procedures including implementing relevant requirements resulting from the introduction of Enterprise Bargaining Agreements and Award variations at the local level.</li> <li>&gt; Actively participating and promoting a culture of risk awareness and responsiveness in relation to workforce risks.</li> <li>&gt; Providing expert advice and support to HR related aspects of quality accreditation processes.</li> <li>&gt; Contributing to the identification of key performance indicators and best practice benchmarks that will promote the development of improvements in efficiency in HR performance.</li> <li>&gt; Maintaining internal and external relationships to capitalise on the knowledge of others. Also contributing in this way in other forums and associations.</li> <li>&gt; Developing and recommending enhancements to procedures, practice guidelines and quality indicators aligned with SA Health Workforce requirements and local area needs.</li> <li>&gt; Developing and implementing strategies to improve customer service and relationships.</li> </ul> |

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Personal Abilities/Aptitudes/Skills:**

- Proven written and verbal communication skills, including the ability to tailor communications to the needs of customers and stakeholders.
- Demonstrated interpersonal skills which facilitate effective working relationships with team members, managers and employees.
- Demonstrated ability to provide quality generalist workforce advice and a high standard of customer service by evaluating client needs and dealing appropriately with confidential and sensitive matters.
- Ability to work independently under broadly defined guidelines, both individually and as part of a team, including setting priorities to achieve objectives and meet deadlines, often in a context of competing priorities and expectations.
- Ability to research and undertake investigations and projects, analyse and summarise information and prepare reports with recommendations on a range of workforce issues.
- Demonstrated ability to contribute to the maintenance of a harmonious, safe and healthy workplace, free of harassment, unlawful discrimination, bullying, and where diversity is valued.

#### **Experience**

- Experience in the use of the Complete Human Resources Information System (CHRIS)
- Experience in providing advisory and consultancy services to managers and employees on a range of general Human Resource matters, including advising on, interpreting and administering legislative and policy requirements.
- Experience in contributing to the development, implementation and evaluation of best practice policies, procedures, strategies and/or initiatives designed to improve human resource management practices.
- Experience in the preparation of workforce correspondence and documentation of a complex nature.

#### **Knowledge**

- A proven knowledge and application of human resource policies and procedures, Acts, Awards, public sector conditions of employment and legislation.
- A knowledge of human resource theory and best practice (workforce planning, training, performance management and development, organisational culture, etc.)

#### **Values**

- Ability to demonstrate, understanding and apply our workplace values.
  - Integrity
  - Compassion
  - Accountability
  - Respect
  - Excellence

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

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

## **Personal Abilities/Aptitudes/Skills**

### **Experience**

- Experience in the delivery of Human Resource management services within SA Health
- Experience in the delivery of Human Resource training

## 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.

### Health Network/ Division/ Department:

The Workforce Directorate consists of a single integrated structure across SA Health comprising human resources, workforce relations, workforce health, workforce reform, organisational development, learning and development, remuneration and recruitment functions.

SA Health comprises South Australia's public health services which consists of the Department for Health and Ageing, SA Ambulance Service, Statewide Clinical Support Services and the five Health Networks, namely the Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, the Children's and Women's Health Network and Country Health SA Local Health Network.

Statewide Clinical Support Services (SCSS) incorporates Breastscreen SA, SA Medical Imaging, SA Pathology and SA Pharmacy. The statewide services work across every Local Health Network, providing services to all South Australians. While CALHN currently assumes formal responsibility for the administrative, financial, and human resource functions of SCSS including overall clinical governance, the CALHN Board SCSS Committee has been established to provide oversight for the governance and management of SCSS and it is working towards a new operating model to provide greater independence to its services.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

## SCSS Values

The values of SCSS are as follows:

- Integrity
- Compassion
- Accountability
- Respect
- Excellence

## 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:**