

<b>Position</b>	<b>Senior Industrial Relations Advisor</b>
<b>Classification</b>	ASO6
<b>Division</b>	Southern Adelaide Local Health Network
<b>Department / Section / Unit / Ward</b>	Workforce Services
<b>Role reports to</b>	Manager, Industrial Relations
<b>CHRIS 21 Position Number</b> P09036	<b>Role Created / Review Date</b> November 2017/ Jan 2021
<b>Criminal History Clearance Requirements</b> <input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child - Prescribed (Working with Children Check) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)	<b>Immunisation Risk Category</b> Category C (minimal patient contact)

## JOB SPECIFICATION

### Primary Objective(s) of role:

The Senior Workforce Relations Advisor is accountable to the Manager, Industrial Relations for the management of various employee relations issues and providing high quality advice, which result in best practice workforce management and development. The Senior Workforce Relations Advisor will lead and/or coordinate employee relations interventions and projects and contribute to drafting and settling briefs and correspondence in relation to a range of processes/matters including misconduct, consultation, disputes and grievances.

The Senior Workforce Relations Advisor will model ethical behaviour and practices consistent with the Public Sector principles and practices, employee conduct standards, equal opportunity and compliance of Workplace Health and Safety.

### Direct Reports: (List positions reporting directly to this position)

Nil

### Key Relationships / Interactions:

#### Internal:

- > Executives, Directors and a diverse range of heads of departments or leaders
- > Executive/Professional leads of Directorates within SALHN and the Department for Health and Wellbeing
- > Works collaboratively with HR Business Partnership group;
- > Represents SA Health on whole of government committees and forums
- > Participate as a member of relevant committees

#### External:

- > Has working relationships and partnerships with relevant officers of employee representative organisations/Unions
- > SA Health
- > Local Health Networks
- > Other Government Agencies
- > Regulatory Bodies e.g. South Australian Employment Tribunal

**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:** (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

**Resilience**

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

**Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN 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, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *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 in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.

#### 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.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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 Areas	Major Responsibilities
<b>Direct/indirect patient/client care</b>	<ul style="list-style-type: none"> <li>&gt; Commitment to supporting the divisions to deliver high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> </ul>
<b>Industrial and employee consultancy and advisory services</b>	<p>Provide expert industrial and employee relations consultancy to SALHN, delivering responsive, customer-focused advice and support to senior managers and clients on workforce matters by:</p> <ul style="list-style-type: none"> <li>&gt; Advising on the interpretation and application of Government, SA Health, and SALHN workforce policies, legislation, awards, and agreements in relation to complex matters.</li> <li>&gt; Supporting the management of employee relations issues, workforce change, risk management, and organisational development initiatives.</li> <li>&gt; Participating in negotiations with industrial organisations and supporting reform programs.</li> <li>&gt; Leading or contributing to policy reviews, workforce reviews, and project work related to employee relations.</li> <li>&gt; Delivering training, developing resources, and promoting best practice employee relations strategies across SALHN.</li> <li>&gt; Preparing reports, briefings, and high-level correspondence on industrial and employee relations matters.</li> <li>&gt; Support the Manager, Industrial Relations with and participate in negotiations with stakeholders related to Employee Relations and Industrial Relations matters.</li> <li>&gt; In consultation with Manager, Misconduct and Investigations and Manager, Human Resource Business Partnership assist with investigations into employee conduct matters and prepare investigation reports.</li> <li>&gt; Building strong working relationships with internal stakeholders, industrial organisations, and external agencies.</li> <li>&gt; Maintaining accurate records and providing regular reports in line with legislative and organisational requirements.</li> <li>&gt; Promoting staff health, wellbeing, and access to support services like the Employee Assistance Program.</li> </ul>
<b>Advocacy service</b>	<p>Represent SALHN by:</p> <ul style="list-style-type: none"> <li>&gt; Contribute to the provision of an advocacy service, through the preparation of content for submissions and appearances before South Australian Employment Tribunal (SAET) and representing SA Health in a range of disputes and industrial issues.</li> <li>&gt; Participate in negotiations with industrial organisations in order to achieve the settlement of more critical and/or complex disputes.</li> <li>&gt; Represent and advocate on behalf of SALHN in the SAET in regards to industrial disputes, unfair dismissal applications and monetary claims.</li> <li>&gt; Contribute and/or participate with in relevant consultative processes to develop enterprise bargaining strategies and initiatives.</li> </ul>

<p><b>Represents Workforce Services in high level collaboration and interactions with unions, other agencies and bodies</b></p>	<ul style="list-style-type: none"> <li>&gt; Establish and maintain effective working relationships with unions.</li> <li>&gt; Maintaining liaison with other Local Health Networks, government agencies and regulatory bodies as necessary.</li> <li>&gt; Representing the directorate/agency on role related forums and working parties.</li> </ul>
<p><b>Contribute to Strategic Planning</b></p>	<ul style="list-style-type: none"> <li>&gt; Supporting the Manager, Industrial Relations to implement monthly reviews and an annual review producing accurate analysis identifying IR trends, issues, risks and opportunities for simplification of broader HR Policies, systems and processes.</li> <li>&gt; Contribute to the development of effective workforce strategic planning through participation in the development, implementation, monitoring and review of annual business plans utilising a sound, inclusive consultative framework and providing a holistic perspective on issues and workforce needs.</li> <li>&gt; Contribute to the development and implementation of industrial relations strategies and initiatives for SALHN to achieve Government, SA Health and LHN based reform and programs.</li> </ul>
<p><b>Continuous Improvement</b></p>	<p>Facilitate continuous improvement across the 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 IR 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 IR 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>
<p><b>Contribution to effective operation of unit</b></p>	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>&gt; Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the SALHN values and strategic directions.</li> <li>&gt; Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.</li> </ul>



## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications

N/A

### Personal Abilities/Aptitudes/Skills

- > Effective 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 high level of communication and negotiation skills particularly in relation to dealing with senior officials of industrial organisations and ability to compile concise written advice on complex and politically sensitive issues
- > Proven negotiation and conflict resolution skills in industrial disputes in a changing organisation across a diverse range of people to achieve desired outcomes.
- > Demonstrated ability to interpret and explain industrial instruments and government policy, especially as it relates to workforce management.
- > Ability to be persuasive and an effective advocate for the implementation of optimal employee and industrial relations policies and practices.
- > Sound ability to deal with conflict situations in a rational and constructive manner.
- > Sound analytical ability to identify and analyse problems and formulate and implement appropriate courses of action.
- > Ability to be flexible and adaptable in response to organisational and operational change and develop creative solutions to problems.
- > Proven ability to perform under pressure, respond quickly to requests and achieve effective results within given and at times tight time frames.
- > 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
- > Proven commitment to the principles and practice of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.

### Experience

- > Experience in the provision of high level employee relations advisory and consultancy services, analytical assessment and negotiation of sound workforce outcomes.
- > Experience in the research development, implementation, and interpretation of employee relations policies, practices and procedures.
- > Experience in preparing high level written correspondence and reports.
- > Experience in effectively dealing with a range of individuals, particularly senior level staff.
- > Experience in the interpretation and application of Awards, Enterprise Agreements and workplace legislation and policies.
- > Experience representing an agency /organisation under broad direction in industrial forums.
- > Experience in providing timely and accurate written and oral advice to management and executive.

### Knowledge

- > Possess a sound knowledge, understanding and application of industrial and employee relations frameworks, principles and practices including:

- Processes associated with misconduct investigations;
  - Legislation interpretation and application;
  - Industrial relations theory and principles;
  - Contemporary Human Resources management practices and approaches;
  - Change management principles; and
  - Human resource policies, procedures, guidelines and their application.
- > Possess a sound knowledge of contemporary human resource practices and their application.
  - > Demonstrated knowledge of performance management processes and quality improvement principles and procedures.
  - > Awareness of National Safety and Quality Health Service Standards.
  - > Understanding of Delegated Safety Roles and Responsibilities.
  - > Understanding of Work Health Safety principles and procedures.
  - > Understanding of Quality Management principles and procedures.
  - > Awareness of person and family centred care principles and consumer engagement principles and procedures.

## 2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

### Experience

- > Experience in Health Sector or Public Sector
- > Experience in conducting misconduct investigations and processes in the SA Public Sector environment.

### Knowledge

- > Possess a sound knowledge of the SA Health (Health Care Act) HR Manual, Part 4-1-7 Managing Unsatisfactory Performance, Discipline and Termination and the Commissioner for Public Sector Employment Guideline: Management of Unsatisfactory Performance (Including Misconduct).
- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of public sector advertising process
- > Knowledge of recruitment sourcing channels and media options
- > Knowledge of the visa and immigration process
- > Legislative environment governing employment in SA Health;
  - Awards, Enterprise Agreements, Codes of Practice, WHS , EEO and other conditions of employment applicable to SA Health;

### Educational/Vocational Qualifications

- > Post-secondary qualification in Industrial Relations, Human Resource Management, Business Administration or a related field.

### 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.

### SA Health Challenges

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

### Our Legal Entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

### Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network
	> Southern Adelaide Local Health Network
	> Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network
	> Yorke and Northern Local Health Network
	> Flinders and Upper North Local Health Network
	> Riverland Mallee Coorong Local Health Network
	> Eyre and Far North Local Health Network
	> South East Local Health Network

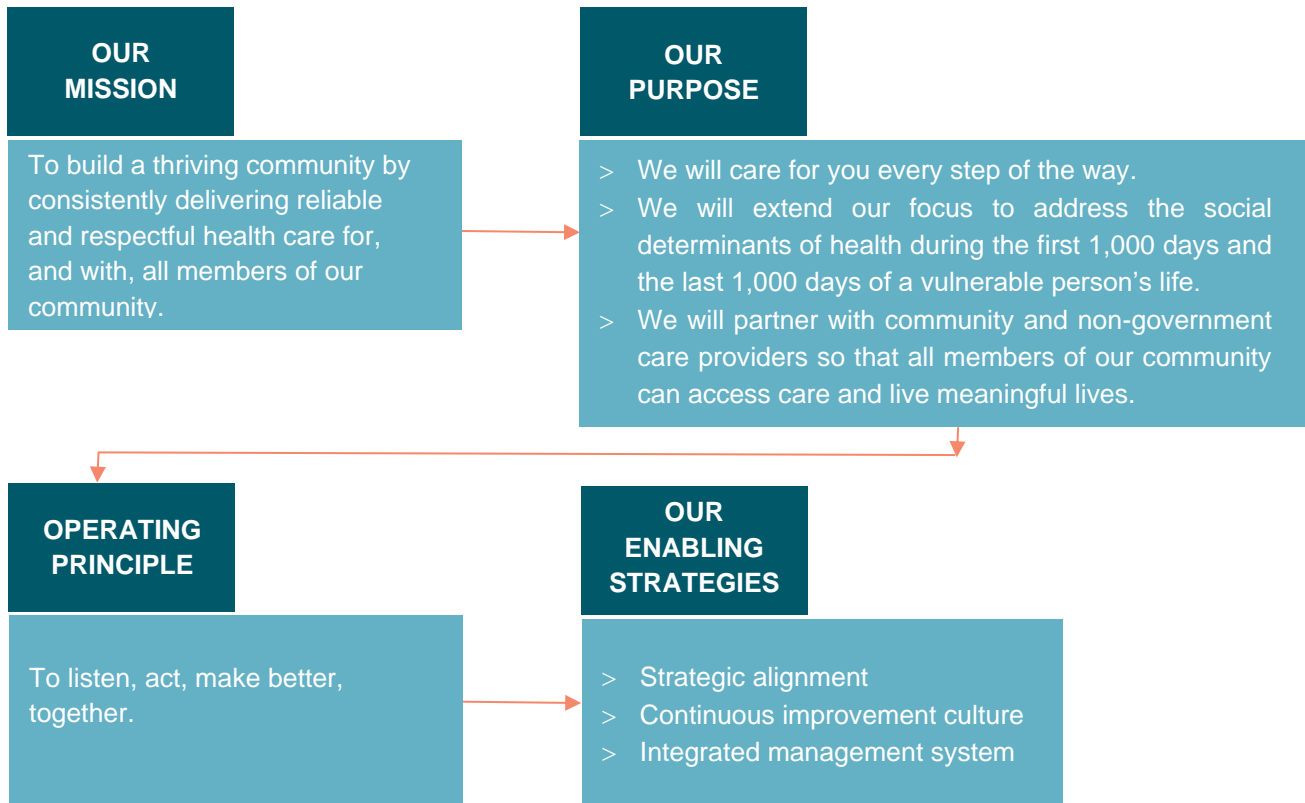
### Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)



### 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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

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

### Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

**Role Acceptance**

I have read and understand the responsibilities associated with the Senior Industrial Relations Advisor in the Workforce Division and organisational context and the values of SA Health as described within this document.

---

Name

---

Signature

---

Date