Position Description

Workplace Relations and Support Consultant

Position No:	TBD
Business Unit:	Chief Operating Officer
Division:	People and Culture
Department:	Workplace Relations and Injury Management
Classification Level:	HEO8
Employment Type:	Part-time Continuing
Campus Location:	Melbourne (Bundoora)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - http://www.latrobe.edu.au/about

Position Context/Purpose

The Workplace Relations and Injury Management Support function is a centre of excellence within the P&C Division that provides support to La Trobe University leaders and P&C colleagues on all workplace relations and injury management support matters including: complex disciplinary and performance management processes, strategic exits, injury and illness matters including workers' compensation, industrial disputes, change management and managing the mediation, investigation and resolution of workplace issues including claims of discrimination, sexual harassment, workplace bullying and conflict.

Reporting to the Senior Manager, Workplace Relations and Injury Management, the Workplace Relations and Support Consultant provides high-level and specialist advice on strategic and operational workplace relations matters involving the interpretation of enterprise agreement provisions, University policies and procedures and workplace legislation, including the provision of advice and complex case management, support and issues resolution to a range of managers and staff across the University. The role will also manage to resolve workplace grievances and staff complaints. In conjunction with the Senior Manager, the role will lead the improvement of workplace grievance and staff complaint case management services within the People and Culture Division through designing contemporary practices including early intervention and Alternative Dispute Resolution (ADR) practices to seek to resolve complaints. The role will also provide support in the absence of the Injury and Workplace Support Consultant and in periods of peak workload by providing specialist advice and case management services to support staff with work related and non-work related injuries and medical conditions.

Duties at this level will include:

- Performs tasks requiring the integration of substantial theoretical (or policy) and professional knowledge to manage significant programs, or develop, review or evaluate significant policies, programs or initiatives.
- Adapts procedures to fit policy prescriptions or use theoretical principles in modifying and adapting techniques. It may also involve the interpretation of policy which has an impact beyond the immediate work area.
- Proposes and implements changes to work processes and develops and defines proposals for changes in and the formulation of University/School/Division/Department/Sub unit policy, to consistently improve quality and effectiveness of service provision.
- Makes policy recommendations to others and implements programs involving major change which may impact on other areas of the institution's operations.
- Provides expert advice and guidance to other professionals and encourages them to achieve University School/Divisional/Departmental/Sub unit objectives.
- Applies broad and/or deep knowledge and experience of work area or field of expertise to provide advice/guidance/specialist resources to others or to address significant problems or unresolved issues, some of which will be multi-disciplinary in nature.
- Negotiates solutions where a range of interests have to be accommodated, often requiring working with contributors with different areas of expertise.

Specific duties/accountabilities for this position will include:

Workplace Relations Advice and Support

- Provide specialist technical and strategic advice regarding workplace relations matters with particular emphasis on an approach that balances employment risk management and consistently applies pragmatic recommendations.
- Provide specialist advice regarding the interpretation and application of industrial instruments, contracts and University policies and procedures.
- Review and update policies, procedures and employment contracts, as needed, ensuring consistency with changes to the law.

Case Management

- Manage, or support others in the management of, complex disciplinary and performance management processes.
- Advise on and manage the mediation, investigation and resolution of workplace issues including claims of discrimination, sexual harassment, workplace bullying and conflict.
- Manage and advise on industrial disputes, both internally and at external tribunals.
- Prepare case material and represent the University before internal and external committees and tribunals.
- Provide a contemporary customer focused case management service for individual workplace grievances and complaints that balances employment risk management and consistently applies pragmatic recommendations and approaches. This will involve an effective triaging service to identify and facilitate informal and formal outcomes as appropriate including conducting and facilitating mediated discussions, workplace investigations and negotiating and facilitating alternative agreed outcomes.
- Communicate regularly and effectively throughout the case management process to ensure all parties including supervisors and managers are kept informed on the progress of matters.

Project implementation

- Lead projects, programs and activities to support the implementation of the provisions of the La Trobe University Enterprise Agreement or other industrial instrument or legislative changes, ensuring activities are well planned and communicated.

Injury Management Support

- Undertake duties in the absence of the Injury and Workplace Support Consultant and in periods of peak workload, by providing specialist advice and case management services to support staff with work related and non-work related injuries and medical conditions, including:
    - utilising contemporary practice early intervention and case management strategies to support staff and managers in managing and resolving staff health and wellbeing matters
    - the development and implementation of return to work plans and assisting managers to understand their responsibilities and obligations under the relevant legislation
    - providing advice to managers and staff on reasonable adjustments, and supporting implementation of agreed adjustments
    - facilitation of case management meetings with HR colleagues to enable effective sharing of information for holistic case management
    - management of workers' compensation claims, including managing the claims acceptance/disputation process, appearing at external tribunals to advocate matters on behalf of the University, complying with legislative requirements for accepted claims and undertaking regular strategic claim reviews to ensure cases are being managed appropriately and in the most cost effective way

General

- Draft and review a broad range of documents including letters, advices, contracts, policies, briefing papers and reports for managers, senior managers, staff and external parties including unions, legal advisors and representative organisations such as the Australian Higher Education Industrial Association (AHEIA).
- Contribute to the education and dissemination of workplace relations knowledge through providing coaching to managers and supervisors, formulating information guides and intranet materials for use by staff, managers and supervisors and developing training materials and conducting briefing sessions for colleagues, managers and supervisors.
- Represent the University at sector meetings and networking events.
- Provide professional leadership, guidance and support to other staff in the P&C Division.

- Maintain current knowledge of workplace relations developments across the sector and more broadly and discuss these developments with colleagues to identify implications and implement actions to address them.
- In conjunction with the Senior Manager, Workplace Relations and Injury Management, design and develop policies, processes and practices to resolve workplace issues and disputes, with a focus on designing early intervention and alternative dispute resolution practices.
- Develop resources and information guides to support complainants and respondents through the complaints handling process including information on informal complaint resolution processes, advice on making formal complaints, what to expect throughout the process and the assistance and support available.
- Expand the capability and capacity of the Workplace Relations team to manage and resolve staff complaints by developing a staff complaint handling toolkit inclusive of processes, templates and other resources and providing training and development programs to increase their understanding and knowledge in all aspects of complaint handling.
- Work with the Senior Manager, Workplace Relations and Injury Management to develop and introduce a mechanism to track and report on staff complaints.
- Contribute to a team-based culture of quality and continuous improvement and high-level customer service provision

Essential Criteria

Skills and knowledge required for the position

- A degree in a relevant discipline (Human Resources, Employment Law or Health and Safety or other related degree) and demonstrated experience in investigating and resolving workplace grievances and staff complaints including ADR, informal processes and conducing workplace investigations.
- Ability to apply theoretical knowledge or management or policy expertise to bring together diverse and sometimes conflicting information to solve new or one-off problems.
- Demonstrated ability to manage multiple stakeholders to achieve stated outcomes.
- Demonstrated high level of self-motivation and personal management skills.
- Demonstrated understanding of the law relating to workplace and industrial relations and an ability to interpret and apply enterprise agreements, awards, legislation, contracts and policies and procedures
- Ability to exercise professional judgement in relation to advice and recommendations provided to staff and management and to effectively and respectfully deal with highly confidential and sensitive issues
- Demonstrated ability to form a detailed knowledge of academic and administrative policies and the interrelationships between a range of policies and activities.
- Demonstrated experience working with and influencing senior management.
- Strong interpersonal skills including ability to negotiate, motivate, influence and build relationships.
- Strong analytical and investigative skills, with an ability to think laterally and seek creative solutions to problem solving.
- Demonstrated ability to work with ambiguity, multi-task and work to tight time frames and deadlines.
- Excellent verbal and written communication skills, including but not limited to preparing written briefings for senior management.

Capabilities required to be successful in the position

- Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.

- Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.
- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and evaluating the way own behaviour impacts team culture and performance.
- Ability to work collaboratively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation and care.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

La Trobe's Cultural Qualities:

We are accountable

We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.

We are connected

We connect to the world outside – the students and communities we serve, both locally and globally

We are innovative

We tackle the big issues of our time to transform the lives of our students and society.

We care

We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities

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Initials: Date: