

Statement of Duties

Position Title: Industrial Relations Consultant	Position Number: 520664, 511368	Effective Date: December 2017
Group and Unit: Corporate, Policy and Regulatory Services – HR Management and Strategy		
Section: Industrial Relations	Location: South	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent	
	Position Type: Full Time	
Level: Band 6	Classification: General Stream	
Reports To: Principal Advisor - Industrial Relations		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

The Industrial Relations (IR) Consultant provides high-level industrial and employee relations consultancy and advisory services to managers and Human Resources (HR) staff within the Department of Health and Human Services (DHHS) and the Tasmanian Health Service (THS) in relation to Award negotiations, legislation interpretation and industrial relations policy development and implementation.

Duties:

1. Provide a high level consultancy service to HR Managers and their staff, and senior management in the Agency on industrial and employee relations matters including interpretation of Awards/Agreements and employment legislation.
2. In consultation with the Principal Advisor – IR and relevant stakeholders, manage and coordinate industrial relations activities on behalf of the Agency in the context of continuous improvement and HR best practice. This includes negotiation of industrial agreements and award maintenance.
3. Provide advice and high-level support to the Director Human Resources Management and Strategy, HR team members, and DHHS and THS Managers on the investigation and resolution of employee complaints, grievances, inability and disciplinary matters, industrial/award disputes and the management of client complaints.
4. Liaise with the Anti-Discrimination Commissioner, Ombudsman, State Service Management Office and other relevant State, Commonwealth and Local Government departments on the handling of incidents and procedures.
5. Ensure the application of best practice in IR, establish and maintain networks with areas, and undertake client and employee complaint handling functions across the Tasmanian State Service, and in other states and the private sector.
6. Contribute to the development, integration and maintenance of employee relations policy, practice, procedures and frameworks throughout the Agency.

7. Research, develop and implement new classification structures and standards in relation to the negotiation/renewal of industrial Awards and Agreements, providing expert advice and consultancy to relevant stakeholders.
8. Manage complex enquiries, prepare correspondence and provide high level advice and analysis in relation to the activities of the Unit, including assisting in the preparation of confidential reports, briefings and recommendations for senior management, the Secretary and/or Minister.
9. Prepare and deliver high-level detailed reports, submissions and other relevant correspondence for both internal and external jurisdiction inquiries and proceedings (e.g. State Service Management Office, Tasmanian Industrial Commission, Anti-Discrimination Commission, Ombudsman and Health Complaints Commission). This includes assisting with developing a strategy to manage each claim and attending conferences/hearings to assist in resolving these matters.
10. Where appropriate, represent the Agency in State Service review and investigation proceedings and in external jurisdiction proceedings, such as those conducted by the Anti-Discrimination Commissioner, the Tasmanian Industrial Commission and Ombudsman. Where required, provide information and assistance to the Office of the Director of Public Prosecutions in legal proceedings in the Magistrates and Supreme Courts.
11. Represent the Department on Inter-Agency Committees/Projects.
12. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
13. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying jobs at this classification level.

Scope of Work Performed:

The IR Consultant is responsible to and receives broad direction from the Principal Advisor IR. The occupant will:

- Work with significant autonomy on a day-to-day basis.
- Provide a high level consultancy and advisory service to operational HR Managers and their staff, and senior management in an accurate, authoritative and timely manner within a team of HR and IR practitioners.
- Work effectively as a member of a team and provide leadership, support and direction to other human resource practitioners and managers within the Agency to determine the best course of action in managing industrial relations issues.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Desirable Requirements:

- Satisfactory completion of an appropriate course of study from a recognised tertiary institution.

Selection Criteria:

1. High level knowledge and understanding of contemporary human resource management issues, employment legislation and industrial Awards/Agreements as they apply within the Tasmanian State Service context; together with a sound understanding of the principles of procedural fairness and their practical application in a contemporary HR service.
2. Demonstrated skills and experience in providing a high-level IR and HR consultancy service in relation to dealing with complex issues including legislation interpretation, Award negotiation, complaint handling and dispute resolution, within the political, social and organisational environment of Health and Human Services in the public sector.
3. High-level negotiation, advocacy, interpersonal, written and oral communication skills and the ability to work constructively as a member of a strategically focused service delivery team.
4. Management and leadership capability together with strategic, conceptual and analytical skills. The ability to be creative and adaptable in the resolution of issues as well as being able to work autonomously within a dynamic environment that is at times subject to work pressure, competing priorities, ambiguity and change.
5. Well developed skills and experience in industrial relations-related policy development.
6. Proven experience in projects, planning, evaluation and the implementation of new initiatives.

Working Environment:

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. The DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.