SA Health Job Pack

Job Title	**Senior Employee Relations Advisor**
Eligibility	**Open to Everyone**
Job Number	**696164**
Applications Closing Date	**23/02/2020**
Region / Division	**SA Health – Central Adelaide Local Health Network**
Health Service	**Statewide Clinical Support Services**
Location	**Adelaide**
Classification	**ASO8**
Job Status	**Part time 22.5 hours per week, temporary up to 12 months**
Total Indicative Remuneration	**$125,911 - $130,628**

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

☒ Child Related Employment Screening - **DCSI**

☒ Vulnerable Person-Related Employment Screening - **NPC**

☐ Aged Care Sector Employment Screening - **NPC**

☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category C (minimal patient contact)
· *This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). Please click here for further information on these requirements.*

Contact Details

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Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -
- **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to http://www.sahealthcareers.com.au/information/ for further information regarding
- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

![Government of South Australia SA Health logo]

Role Title:	Senior Employee Relations Advisor
Classification Code:	ASO8 Position Number
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)
Site/Directorate	Statewide Clinical Support Services (SCSS)
Role reports to:	Manager People and Culture
Role Created/ Reviewed Date:	May 2019
Criminal History Clearance Requirements:	☐ Aged (NPC) ☑ Child- Prescribed (DCSI) ☑ Vulnerable (NPC) ☐ General Probity (NPC)
Immunisation Risk Category:	☐ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☑ *Category C (minimal patient contact)*

ROLE CONTEXT

Primary Objective(s) of role:

The Senior Employee Relations Advisor is responsible to the Manager, People and Culture for industrial relations advisory and consultancy service to SCSS. This will include representation of SCSS of all industrial matters including disputes and grievances.

The Senior Employee Relations Advisor is responsible for leading and driving industrial relations issues including change management process within SCSS. This includes support the individual reform agendas across SCSS, including the SA Pathology Sustainability Project. The role will also be required to assist as necessary with consultation strategies for transitional phases and change processes as required.

As a member of the People and Culture Team, the Senior Employee Relations Advisor will actively participate in strategic planning and decision making relevant to the SCSS business plan and ensure sustainable strategic relationships within the health portfolio and relevant stakeholder organisations.

Direct Reports:

The Senior Employee Relations Advisor is accountable to the Manager People and Culture.

Key Relationships/ Interactions:

The Senior Employee Relations Advisor:

- Works closely with the SCSS Executive Team, Senior Management, , and other relevant stakeholders;
- Works in partnership with the SCSS People and Culture Team;
- Liaises with a broad range of people including those within SA Health and other public sector agencies and organisations;
- Represents SA Health on whole of government committees and forums where required.

External

The Senior Employee Relations Advisor will:

- Represent SCSS with employee associations
- Advocate for SCSS at the SA Employment Tribunal

Challenges associated with Role:

Major challenges currently associated with the role include:

- Supporting the SCSS reform agenda, particularly with regard to the SA Pathology Sustainability Project;
- Contributing to the development of an organisational culture that is high performing, professional and accountable; and
- Developing industrial relations initiatives to drive workforce performance and productivity.

Delegations:

As per the Statewide Clinical Support Services Human Resource and Financial delegations.

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 *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under *the Children and Young People (Safety) Act*

2017 or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007 (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.

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 Guidelines 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'.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *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 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.

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.

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.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Client Service	Ensure the activities of the service are customer focused by contributing to an integrated team approach, inclusive of People and Culture, which is highly responsive to the needs of internal and external clients.
Advisory service	Ensure the provision of effective industrial and employee relations initiatives, advisory and consultancy services to specific client groups across SCSS by: • leading high level and complex project, policy and procedure review and research work for specific people and culture sub functions; • supporting workforce change and employee transition management strategies • preparing briefings on sensitive issues that potentially may impact on SA Health's ability to provide services to the public; • providing timely and accurate advice, recommendations and support to clients and management on the interpretation and application of Government and SA Health workforce policies, determinations and entitlements and State awards and agreements; • acting as the interface for SCSS on industrial relations matters between senior managers and relevant employee associations; • contributing to effective management of industrial risk, the progression of change management and organisational development issues by undertaking significant change management projects, representing People and Culture on such projects and review committees where required, and advising on and participating in effective employee relations outcomes; • participating in/or leading major reviews; • liaising and advocating with relevant networks and groups to capture and report on issues and facilitate the exchange of information; • analysing reports and decisions, developing trends and preparing reports and recommendations regarding workforce implications; • analysing industrial relations policies, procedures, systems and services to ascertain operational requirements; • developing effective information and service systems to provide quality information and advice to SCSS on employee relations issues; and liaising with SCSS staff to facilitate effective information exchanges and gain a better understanding of local issues and client needs
Industrial liaison	Ensure the development of equitable and pragmatic resolutions to disputes and major industrial issues by: • taking a leading role or participating in negotiations with industrial organisations in order to achieve the settlement of more critical and/or complex disputes; • providing leadership and assisting with the training of other staff in relation to the above. • As the lead within industrial relations, lead and direct specific work value cases and enterprise bargaining agreements as they relate to the operations of SCSS by: o liaising with the Department for Health and Wellbeing and the Office for the Public Sector and negotiating a position for the employer;

	- appearing before State Tribunals and providing expert advice and assistance; and - providing leadership and advice to the People and Culture Team in relation to employee relations issues, disputes and other claims, as relevant.
Planning & Policy	- Contribute to the provision of employee and industrial relations policies, guidelines and procedures by undertaking senior level project, policy and procedure review and research work for specific workforce sub functions. - Assist the Manager People and Culture in ensuring the effective and efficient management of the industrial relations issues through planning, implementing and evaluating the team's strategies, activities and key performance indicators as well as participating in the development of business plans and operating framework.
Advocacy Services	- Contribute to the leadership and management of the provision of an advocacy service through: - the preparation of content for submissions and appearances before State Tribunals; - operating within broad public sector and agency directions, and where relevant, take a leading role in representations in industrial forums and negotiations with industrial organisations in order to achieve desired outcomes to significant and complex issues. - Contribute to the leadership and management of enterprise bargaining within SCSS by ensuring that SCSS requirements and priorities are accurately reflected in the Enterprise Bargaining negotiation process.
Risk Management	Contribute to the maintenance of the quality and risk management framework so as to facilitate quality service provision and identify and mitigate risks by: - developing risk strategies and procedures to identify and mitigate risks and implement risk management responses; - providing risk management advice relevant to workforce management; - participating in the modification of existing programs and service redevelopment; - identifying performance indicators and assessing delivery models against these criteria; - liaising and advocating with relevant networks and groups to capture and report on issues and facilitate the exchange of information; - advocating for the continuous improvement of human resource management service delivery; - monitoring and analysing best practice, service demands and key stakeholder perceptions with regard to workforce services; - preparing review reports and recommendations, discussion/background papers and documents.

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Personal Abilities/Aptitudes/Skills:

- Demonstrated sound written and oral communication skills including the ability to interpret and explain government policy, especially as it relates to workforce management and employee relations.

- Demonstrated ability to be persuasive and an effective advocate for the implementation of optimal workforce policies and practices.

- High level conflict management and negotiating skills.

- Sound analytical ability to identify and analyse problems and formulate and implement appropriate courses of action.

- Proven 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 develop and implement strategic directions.

Experience

- Experience in high level industrial relations advisory and consultancy services, analytical assessment and negotiation of sound workforce outcomes.

- Demonstrated experience in the research, development, implementation, and interpretation of workforce management policies, practices and procedures.

- Significant experience in effectively dealing with a range of individuals, particularly senior level staff and officials of industrial organisations.

- Experience in developing and implementing employee relations strategies and information support systems that enable effective evidence based decision making.

- Experience in planning, implementing and managing agency wide projects/programs, and work with stakeholders to create successful outcomes.

- Substantial experience representing an agency/organisation under broad direction in industrial forums.

- Supervisory experience in an operational environment.

Knowledge

- Extensive knowledge of industrial relations theory, principles, policies, practices and legislative framework.

- Sound knowledge of, and strong commitment to, the principles of human resource management and administration in the public sector, including areas such as equal opportunity and occupational health and safety.

- An awareness and understanding of public sector organisation and operations, and in particular, the health sector and associated workforce management issues.

- Thorough understanding of the human, social and political factors which influence employee relations.

- An understanding of policy development and objective setting within the public sector.

- An understanding of current issues in public sector management, particularly as they affect SA Health.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Relevant tertiary qualification(s), such as Law, Human Resource Management or Industrial Relations.

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 Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

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

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:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:
- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability.

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:**