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## SA Health Job Pack

Job Title	Employee and Industrial Relations Manager
Job Number	659745
Applications Closing Date	22 June 2018
Region / Division	Workforce
Health Service	SA Ambulance Service
Location	Eastwood
Classification	ASO8
Job Status	Full Time / Ongoing
Indicative Total Remuneration*	\$110,505.00 pa - \$114,813.00 pa

## 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](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

Full name	Saffron Kennedy
Phone number	8274 0838
Email address	saffron.kennedy@sa.gov.au

# 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



## ROLE DESCRIPTION

<b>Role Title:</b>	Employee and Industrial Relations Manager
<b>Classification Code:</b>	ASO-8
<b>LHN/ HN/ SAAS/ DHA:</b>	SA Ambulance Service
<b>Hospital/ Service/ Cluster</b>	
<b>Division:</b>	Workforce
<b>Department/Section / Unit/ Ward:</b>	
<b>Role reports to:</b>	Director Workforce
<b>Role Created/ Reviewed Date:</b>	
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)

**DELETE ALL AREAS IN YELLOW ONCE COMPLETED.**

### ROLE CONTEXT

#### Primary Objective(s) of role:

The Employee and Industrial Relations Manager is accountable to the Director Workforce for providing high level range of consultancy services, leading and managing specific industrial relations functions and providing a high level of strategic industrial and employee relations advice and services to a range of key stakeholders across SA Ambulance Service (SAAS) , which results in best practice workforce management and development including effective management of industrial risk and change management initiative across the organisation.

The Employee and Industrial Relations Manager leads industrial relations projects, and contributes to workforce policy and procedure development, implementation and evaluation.

The Employee and Industrial Relations Manager will advocate and represent SAAS at the South Australian Employment Tribunal on dispute matters, unfair dismissal applications and monitory claims.

The Employee and Industrial Relations Manager will develop workplace industrial relations management capability in Managers and Team Leaders throughout SAAS.

As a member of the Workforce Directorate, the Manager will actively participate in strategic planning and decision making relevant to the Directorate's business plan and ensure sustainable strategic relationships within SAAS and relevant stakeholder organisations.

#### Direct Reports:

- Nil

### Key Relationships/ Interactions:

#### Internal

- > Reports to the Director Workforce
- > Required to work closely with the Human Resources Manager and other officers within the Workforce Directorate as required.
- > Collaborative working relationship within other members of staff within SAAS including Chief Executive Officer, Executive Directors/Directors and Managers etc.
- > Collaborate and provide information to SA Health Corporate Services.
- > Liaise and work collaboratively with external bodies including the Office for the Public Sector, Crown Solicitor's Office.
- > Negotiates with Industrial Organisations on behalf of SAAS, and represent SAAS in the South Australian Employment Tribunal.

#### External

- > Liaise and work collaboratively with external bodies including the Office for the Public Sector, Crown Solicitor's Office
- > Negotiates with Industrial Organisations on behalf of SAAS, and represent the organisation in the South Australian Employment Tribunal.
- > Liaise and work collaboratively with colleagues across SA Health.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Ensuring the quality and credibility of SAS workforce function by maintaining consistently high levels of customer service within a diverse portfolio of clients and anticipating and responding to client needs.
- > Continuously improving IR processes and practices which reflect current employee relations strategies and policies.
- > Maintain personal expertise in government, industry, human resource and industrial practices and trends.
- > Managing diverse and competing priorities whilst ensuring that the team structure supports the business directions of SAS.
- > Managing the development of IR capabilities in the HR team and managers.
- > Leading the management of Industrial Organisations for major change management projects and reforms.

### Delegations:

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

>

## 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 2014.*
- > *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*
- > *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.*

## Special Conditions:

*The majority of information in this section will be standard, however there may be some variation between specific positions e.g. if an incumbent requires an unrestricted drivers licence to travel, work a 24-7 roster etc. Any additions to this section to be approved by HR.*

- > *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 Criminal and Relevant History Screening Assessment 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 Assessment must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the Children's Protection Act 1993 (Cth) or 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth).*
- > *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.

### **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.

### **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
<b>Strategic Employee and Industrial consultancy and advisory service</b>	<ul style="list-style-type: none"> <li>&gt; Ensure the activities of the Workforce Relations service are customer focused by contributing to an integrated team approach, inclusive of Workforce Directorate services which is highly responsive to the needs of internal and external clients.</li> <li>&gt; Provide leadership and support to a wide cross section of staff including human resource practitioners within clinical and corporate divisions.</li> <li>&gt; Ensure the development and management of an effective professional employee relations and industrial consultancy function for SAAS.</li> <li>&gt; Provide expert and strategic comprehensive industrial and employee relations consultancy, information and assistance to Executive and senior managers to facilitate the management of all employee relations matters.</li> <li>&gt; Act as the interface for SAAS on employee relations matters between management, SA Health and relevant employee associations.</li> <li>&gt; Manage industrial risk, the progression of change management and organisational development issues by undertaking significant change management projects, representing SAAS on such projects and review committees where required and advising on and participating in effective employee relations outcomes.</li> <li>&gt; Take a lead role or participate in negotiations with industrial organisations to support the change management required in line with Government, SA Health and SAAS reform and programs.</li> <li>&gt; Developing the workplace industrial relations management capability in supervisors, team leaders and managers throughout SAAS.</li> <li>&gt; Conduct research, investigation, planning, development and evaluation of agency operations and proposals to facilitate SAAS commitments and continuous improvement objectives as they relate to enterprise agreements.</li> <li>&gt; Develop and maintain a SAAS consultation framework to be implemented across the organisation.</li> <li>&gt; Provide expert strategic industrial relations advice and support to the human resource practitioners and senior managers/executives regarding investigations and other employee relations matters, including industrial risks.</li> <li>&gt; Contribute to the development and application of industrial and employee relations knowledge and expertise throughout SAAS by promoting policies, practices and principles.</li> <li>&gt; Report and advise SAAS on legislative changes and educate line managers and Workforce staff on the impacts of legislative change on the workplace.</li> <li>&gt; Prepare briefings to the Minister, Chief Executive, Executive Directors and Directors and Crown Solicitors Office on sensitive and complex matters that may potential impact on SAAS.</li> </ul>



	<ul style="list-style-type: none"> <li>&gt; 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.</li> <li>&gt; Liaise with staff of all levels in the Department for Health and Wellbeing, other Local Health Networks and develop strong networks and working relationships with key stakeholders.</li> <li>&gt; Liaise with industrial organisations, employee assistance providers and professional associations as required to support the development and implementation of robust employee relations strategies and policies.</li> </ul>
<b>Dispute Resolution and Advocacy</b>	<ul style="list-style-type: none"> <li>&gt; Taking a leading role in negotiations with industrial organisations in order to achieve the settlement of critical and/or complex disputes.</li> <li>&gt; Operating within broad government and agency directions, and where relevant take a leading role in representing SAAS in industrial forums and negotiations with industrial organisations in order to achieve desired outcomes to significant and complex issues.</li> <li>&gt; Take a lead role in representing and advocating on behalf of SAAS in the South Australia Employment Tribunal in regards to industrial disputes, unfair dismissal applications and monetary claims.</li> <li>&gt; Preparing content for submissions and appearances before State Tribunals and working closely with the Crown Solicitor's Office to ensure appropriate representation of SAAS.</li> <li>&gt; Contribute and/or participate with in relevant consultative processes to develop enterprise bargaining strategies and initiatives.</li> <li>&gt; Providing leadership, mentoring and assisting with the training of other workforce staff in relation to the above.</li> </ul>
<b>Strategic Planning</b>	<ul style="list-style-type: none"> <li>&gt; 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 and provision of effective workforce strategic planning through participation in the development, implementation, monitoring and review of the annual business plan utilising a sound, inclusive consultative framework and providing a holistic perspective on issues and workforce needs.</li> <li>&gt; Develop and implement industrial relations strategies and initiatives for SAAS to achieve Government, SA Health and SAAS based reform and programs.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>&gt; Liaise with staff of all levels in SAAS and the Department for Health and Wellbeing and develop strong networks and working relationships with key stakeholders.</li> <li>&gt; Liaise with industrial organisations, employee assistance providers and professional associations as required to support the development and implementation of robust employee relations strategies and policies.</li> <li>&gt; Provide authoritative advice to management on a range of complex and sensitive employee and industrial relation related</li> </ul>



	issues.
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>&gt; Foster a team environment, which promotes positivity, learning and development, safety and welfare of employees, acknowledges differences and encourages creativity and innovation.</li> <li>&gt; A positive team is maintained by actively dealing with conflict and inappropriate behaviours expediently and effectively.</li> <li>&gt; Role models a positive approach and commitment to customer service.</li> <li>&gt; Promote open communication, trust and value between team members.</li> <li>&gt; Contribute to analysing and evaluating information management process and effectiveness on a continuous basis and recommending and implementing changes as required ensuring its effectiveness.</li> <li>&gt; Maintain and support a culture of high performance, professionalism and continuous improvement.</li> </ul>
<b>Corporate Compliance</b>	<ul style="list-style-type: none"> <li>&gt; Complying with Worker Health, Safety and Welfare principles and procedures.</li> <li>&gt; Participating in Quality Improvement activities (inclusive of accreditation requirements), including the identification of performance standards and opportunities for efficiencies.</li> <li>&gt; Complying with Equal Employment Opportunity principles and procedures on a daily basis.</li> <li>&gt; Participating in performance management, including annual performance appraisals.</li> <li>&gt; Complying with SA Health and SAAS Delegations of Authority.</li> <li>&gt; Complying with the Code of Fair Information Practice.</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>&gt; Ensuring that service provision and the activities of the Directorate are customer focussed and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of business partners and external clients.</li> <li>&gt; Ensuring the effective management of human, financial and physical assets within the unit through appropriate planning and allocation of resources to achieve agreed business and strategic plans.</li> <li>&gt; Leading, developing and fostering a positive work culture which is based on SA Health's and SAAS values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation.</li> </ul>

## **ESSENTIAL MINIMUM REQUIREMENTS**

### **Educational/Vocational Qualifications**

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

- > Proven high level conflict management and negotiating skills with a range of stakeholders.
- > Demonstrated high level interpersonal written and verbal communication skills with the ability to articulate complex concepts and develop effective and professional working relationships with a broad range of stakeholders, especially senior clinicians.
- > Demonstrated ability to be persuasive and effective advocate for the implementation of optimal workforce policies and practices.
- > Demonstrated ability to work under limited direction within a multidisciplinary environment, manage high volumes of work within strict timeframes and use initiative, professional judgement and creativity in order to respond to changing circumstances and priorities.
- > Demonstrated ability use high level analytical skills to examine and resolve complex issues.
- > Commitment to transformational reform with a belief in the ethos of best care, first time, every time.

#### **Experience**

- > Demonstrated experience in negotiations with industrial organisations and representing the organisation under broad direction in industrial forms to achieve sound workforce outcomes.
- > Significant experience in providing expert advisory and consultancy services to senior management in a range of Employee and Industrial Relations matters, and the planning, development and implementation of organisational change.
- > Proven experience in developing and reviewing best practice employee and industrial relations related policies, procedures, systems and processes.
- > Experience in leading the development and implementation of contemporary workforce strategies and initiatives.

#### **Knowledge**

- > Demonstrated knowledge and understanding of:
  - o Industrial relations theory and principles;
  - o Contemporary Human Resources management practices and approaches;
  - o Change management principles;
  - o Human resource procedures and their application; and
  - o Awards, Enterprise Agreements and other conditions of employment applicable to SA Health.
- > Knowledge of, or the ability to acquire knowledge of South Australia's policies relating to Workplace Health and Safety, Equal Employment Opportunity, Anti-Discrimination, Code of Ethics and contemporary Human Resource practices.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > An appropriate tertiary qualification in Industrial Relations, Human Resources, Business Management or a related discipline

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

### **Experience**

- > Experience in Enterprise Agreement negotiations and developing bargaining strategies and initiatives
- > Experience in leading and conducting complex and critical business process redesign.

### **Knowledge**

- > Knowledge of SA Health systems such as CHRIS21.
- > An understanding of current issues in public sector management, particularly as they affect SA Health.
- > Awareness and understanding of public sector organisation and operations, and in particular the health sector and associated workforce management issues.

## 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, SA Ambulance 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.

### SA Ambulance Service:

#### SA AMBULANCE SERVICE VISION

At the forefront of care for South Australians

#### PURPOSE

To save lives, reduce suffering and enhance quality of life through the provision of accessible and responsive quality patient care.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values "live". It is important that we incorporate the values into our behaviour systems and processes.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

## Values

### SA Ambulance Service Values

<b>P</b>	<b>Patient First</b>	We will put our patients and the care we provide to them first in everything we do
<b>A</b>	<b>Accountability and responsibility</b>	We will be accountable and responsible for our actions and those of others
<b>T</b>	<b>Transparent and open communication</b>	We will communicate openly and transparently with each other and all our stakeholders
<b>I</b>	<b>Integrity and honesty</b>	We will at all times act with integrity and be honest
<b>E</b>	<b>Empowered leadership</b>	We will empower our leaders to deliver high quality services
<b>N</b>	<b>No harm</b>	We will continue to enhance our no harm learning culture where we learn from our mistakes
<b>T</b>	<b>Team work</b>	We will work as a team across SAAS, SA Health and with our partners
<b>F</b>	<b>Flexible and responsive</b>	We will be flexible and responsive to the needs of our patients, staff and stakeholders
<b>I</b>	<b>Innovative and research driven</b>	We will be innovative using research and best practice to drive the services we provide
<b>R</b>	<b>Respect and courtesy</b>	We will act with respect and courtesy towards our patients, each other and all those we work with
<b>S</b>	<b>Safe and high quality</b>	We will offer safe and high quality services to all our patients
<b>T</b>	<b>Trust and confidence</b>	We will act in ways that builds and maintains trust and confidence in our service and in each other

### 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.

### 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:**