

# Position Description



## 1. General Information

<b>Position Title:</b>	People & Culture Business Partner
<b>Division/Department:</b>	Corporate / People & Culture
<b>Position Reports to:</b>	Group Director People & Culture Business Partnering
<b>Enterprise/Individual Agreement:</b>	Individual Agreement
<b>Classification/Grade:</b>	N/A
<b>Location:</b>	Multiple
<b>Employment Status:</b>	Part Time/Full time as appropriate
<b>Key Relationships - internal and external</b>	Leadership teams and Management (Frontline and Operational) People & Culture Executive and team Unions and Employee representatives

## 2. Overview of Epworth HealthCare

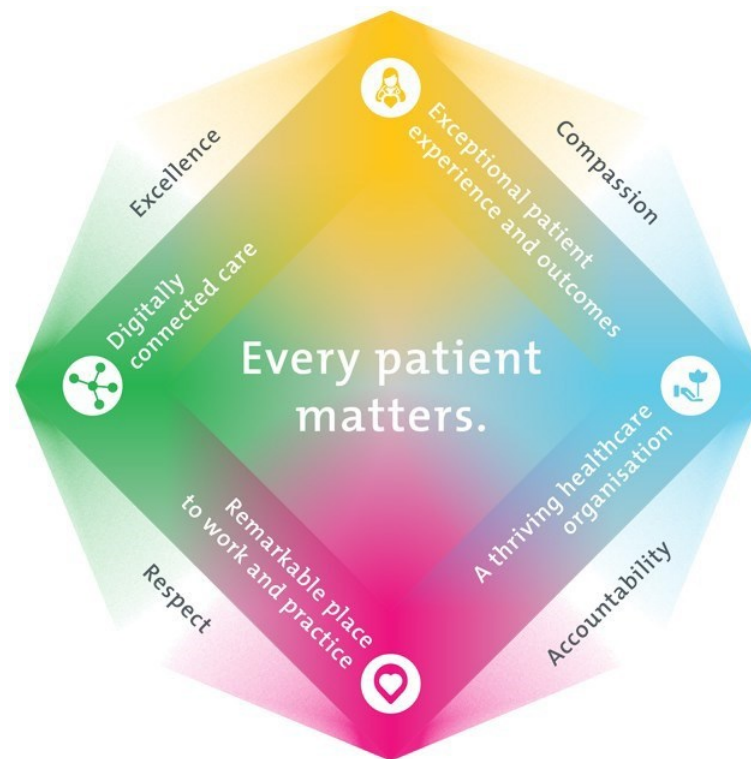
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

### 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
<b>Exceptional patient experience and outcomes</b> - To empower our patients and deliver compassionate, expert and coordinated care.
<b>A thriving healthcare organisation</b> - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
<b>Remarkable place to work and practice</b> - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
<b>Digitally connected care</b> - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

To provide effective HR business partnering on a broad range of P&C programs, policies and practices, working closely with the both site and internal P&C teams. To provide a high quality, responsive and professional customer focused day-to-day Human Resources services. This generalist human resources professional role is responsible for the development and delivery of contemporary best practice people services, policies, practices and change management initiatives that are aligned with and enhance Epworth's vision, values and strategic directions. This position will perform a key role in the operational management of Employee Relations matters across the business and support the HR strategy and initiatives. This role will also be responsible for the execution of key P&C projects.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<b><i>Leadership and culture</i></b>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<b><i>Consumer Partnerships</i></b>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<b><i>Effective Workforce</i></b>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<b><i>Clinical Safety and Effectiveness</i></b>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<b><i>Risk Management</i></b>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<b>P&amp;C Business Partnering</b> <ul style="list-style-type: none"> <li>• Responsible for the day-to-day provision of a quality, responsive and professional customer focused People and Culture service</li> <li>• Where required contribution towards workforce planning initiatives</li> <li>• Supports the evaluation and implementation of change management initiatives through provision of data, professional advice, assistance with Change Impact Statements, Change Consultation and implementation of change management activities</li> <li>• Positively influence Managers in the implementation and ownership of People and Culture initiatives, including data analysis, actions to optimise qualitative and quantitative P&amp;C metrics</li> <li>• Work as an effective and valued member of the P&amp;C team</li> <li>• Appropriately communicate, educate and market the P&amp;C function</li> <li>• Lead, facilitate and/or participate in various P&amp;C projects within the Division</li> <li>• Advise on general P&amp;C activities including: engagement surveys, change management initiatives, systems and OD program coordination and others</li> <li>• Identify and implement P&amp;C service and process improvements</li> <li>• Complete job evaluations as required</li> <li>• Other People and Culture activities as directed</li> </ul>	<ul style="list-style-type: none"> <li>• Development of effective business relationships through the provision of a quality, responsive and professional customer focused service providing sound and timely advice</li> <li>• Effective relationship building that ensures customer support, confidentiality and sound advice</li> <li>• Effective customer support, confidentiality and feedback from Department Managers and employees</li> <li>• Periodic P&amp;C report metrics achieved – qualitative and quantitative</li> <li>• Compliance with Immigration requirements</li> <li>• Compliance to People and Culture KPIs</li> <li>• Delivery of professional development workshops</li> <li>• Highly effective and collegiate working relationships with local and Group People and Culture Teams</li> <li>• Demonstrate Epworth's values and behaviours in all interactions</li> </ul>
<b>Employee/Industrial Relations</b> <ul style="list-style-type: none"> <li>• Provide quality, timely advice and coaching support to line managers on employee relations related issues such as performance management, manage grievances, disciplinary matters and staff related complaints requiring P&amp;C advice, mediation or coordinate independent investigations.</li> <li>• Interpret and provide practical working advice to Management and employees on relevant Industrial Instruments and where required liaise with relevant unions.</li> <li>• Advise management on evaluation of fiscal costs for changes via Change Impact</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of sound interpretation and counsel to line management regarding agreements, policies and practices</li> <li>• Demonstrate sound knowledge of Awards and other statutory employment conditions</li> <li>• Effective and harmonious industrial and employee relations</li> <li>• Grievances effectively managed in line with processes</li> </ul>

<p>Statements, transition in industrial tools or as required</p> <ul style="list-style-type: none"> <li>• Contribute to EBA consultative processes and communications as required</li> </ul>	
<p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>• Advise line managers on effectively managing employee performance and development, ensuring employees have clear objectives, development plans and receive ongoing feedback</li> <li>• Support the effective implementation of Group performance development processes</li> <li>• Advise and guide line-managers in addressing poor performance and with counselling and disciplinary action where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Performance management processes effectively implemented</li> <li>• Enhanced levels of performance across the Division</li> <li>• Annual PDP completion</li> <li>• Effective completion rates of PDPs for Division</li> <li>• Disciplinary processes and procedures effectively implemented</li> </ul>
<p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>• Coordinate with Managers the completion and roll-out of engagement surveys, results presentations and development and implementation of Action Plans</li> <li>• Partner with line managers on the management of significant change and the process of Change Impact Statements with key stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of an accurate, timely and professional advice</li> <li>• Promotion of Epworth at events as required</li> <li>• Active contribution to the development, implementation and reporting of Epworth's strategic and operational P&amp;C plans</li> </ul>
<p><b>Workforce Planning, Attraction and Retention</b></p> <ul style="list-style-type: none"> <li>• Support line management to develop and implement effective people/human resources strategies, workforce and recruitment plans, services and solutions that are aligned with Epworth's strategy, vision and values</li> <li>• Facilitate the development and succession of talented staff in critical workforce segments and workforce plans</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to the development of the Divisions workforce and succession plans</li> <li>• Plan and assist in implementing strategies that are developed with sound fiscal considerations</li> </ul>
<p><b>Culture, Climate and Engagement</b></p> <ul style="list-style-type: none"> <li>• Support the Department Managers to develop and maintain a culture which aligns with business needs and increases employee engagement</li> <li>• Contribute to and implement Divisional initiatives to improve culture and climate</li> <li>• Employer of choice, culture and staff engagement enhancement initiatives developed and implemented at department level</li> <li>• Coach Managers and coordinate the development and effective implementation of action plans and initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Culture aligned with business needs</li> <li>• Positive working environment</li> <li>• Staff survey results and action plans</li> <li>• P&amp;C KPIs including absenteeism and turnover</li> <li>• Culture and engagement enhancement evidenced by staff engagement survey completion and action plan implementations</li> </ul>
<p><b>Quality and Compliance</b></p> <ul style="list-style-type: none"> <li>• Ensure P&amp;C quality standards are achieved</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with quality processes</li> </ul>

## Position Description

<ul style="list-style-type: none"> <li>• Actively contribute to preparation for Periodic accreditation</li> <li>• Commitment to continuous quality improvement</li> <li>• Assist and coordinate delivery of P&amp;C audit information and follow up</li> <li>• Equity and diversity initiatives and legislative compliance including EEO education and reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of Accreditation standards</li> <li>• Continuous quality improvement outcomes</li> </ul>
<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>
<p><b>Safety and Wellbeing</b></p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> <li>• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Mandatory training completed at agreed frequency</li> </ul>

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Relevant tertiary qualifications in HR Management or a related field.</li> </ul> <p><b>Desirable</b></p> <p>Relevant postgraduate qualifications HR Management or a related field.</p>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Generalist human resources background and experience, preferably in medium to large complex organisations</li> <li>A high level of experience in industrial and employee relations, having worked with various industrial instruments</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Experience in the Health sector, Service or related industry would be well regarded</li> </ul>
Required Knowledge and Skills	<ul style="list-style-type: none"> <li>Strong generalist human resources/employee relations skills, thorough understanding and ability to interpret Awards/Agreements, contracts and entitlements</li> <li>In depth experience in recruitment/employment, employee relations, learning and organisational development, performance management and other key human resources functions within the context of best practice</li> <li>Sound experience and skill in OHS, Injury Management/Return to Work and Work Cover Management</li> <li>Demonstrated experience in integration of business principles, continuous improvement and key organisational performance indicators</li> <li>Sound ability to influence and persuade Department Managers, coach and provide guidance as appropriate</li> <li>Ability to develop business cases, plan change and effectively manage projects</li> <li>Ability to appropriately communicate, educate and market the P&amp;C function</li> <li>Skilled in P&amp;C information systems usage, reporting and analysis and proficient in the use of PC windows environment</li> </ul>
Personal Attributes and Values  All employees are expected to consistently work in accordance with	<ul style="list-style-type: none"> <li>A strong customer focus and demonstrated ability to develop effective and positive working relationships at all levels</li> <li>Excellent people, interpersonal, communication, influencing and presentation skills</li> <li>Ability to deliver key people/human resources strategies designed to improve People and business performance</li> </ul>

# Position Description



<p>Epworth's values and behaviours</p> <ul style="list-style-type: none"><li>• Compassion</li><li>• Accountability</li><li>• Respect</li><li>• Excellence</li></ul>	<ul style="list-style-type: none"><li>• Ability to innovate and implement organisational changes and programs</li><li>• Demonstrated initiative and self-direction as well as a 'team player' capability within a dynamic and busy work environment</li><li>• Professional 'can do' and flexible approach aligned with organisational values and behaviours</li><li>• Highly developed organisational and time management skills and attention to detail</li></ul>
---	--

## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
October 2021	February 2024	Group Director People and Culture Business Partnering

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_