



Position Title:	Employee Relations Advisor
Reports to:	Manager Employee Relations & Projects
Directorate:	People, Development & Safety
Cost centre:	R1952
Code & classification:	Grade 4 (HS4 - HS29)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Euroa, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, therefore employment within GV Health is conditional upon evidence of having been vaccinated.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



Respect

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.



Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health’s purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

The People, Development & Safety directorate provides a range of strategic and operational human resources services and support to Goulburn Valley Health and its associates. Reporting to the Manager Employee Relations & Projects, the Employee Relations Advisor works closely with the Employee Relations (ER) Consultants to ensure a fair and consistent application of GV Health’s employment related policies and procedures, thus promoting a positive workplace culture and minimising organisational risk.

The Employee Relations Advisor is the first point of contact for employees and line managers, providing advice, support, award interpretation and policy and procedure information. The role is responsible for handling ER cases where they can be resolved locally and in a timely manner, as well as for referring more complex cases to the appropriate ER Consultant. The Employee Relations Advisor will assist the Manager with the implementation of operational priorities and ongoing education to line managers on Employee Relations related functions.

As the holder of the Family Violence Contact Officer portfolio, the role reports directly to Manager Employee Relations & Projects and will support GV Health employees experiencing Family Violence.

The Family Violence Contact Officer will support and assist employees to recognise the signs of family violence, sensitively inquire and respond to employees experiencing family violence, enhance safety, and to provide appropriate support and referral options.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Working collaboratively with other Employee Relations team members and the broader People, Development & Safety directorate to deliver excellent advisory support and a responsive approach to all queries or concerns raised

Advice/Compliance

- Be the first point of contact for all employee relations queries - by phone, e-mail and in person.
- Monitor and maintain the Employee Relations inbox to ensure the timely response and resolution is provided by the Employee Relations Team.
- Assist managers and employees to access information regarding employee relations policies, processes and programs on the GV Health Intranet site
- Provide accurate and timely advice to managers and employees on the interpretation and application of employment legislation; industrial instruments and related policies and procedures; and ensure proactive resolution of issues
- Assist ER Consultants in collating and preparing papers for executives’ consideration for employee’s entitlement claims. This includes liaising with payroll to gather reports such as pay or roster reports.
- Provide advice, coaching and support to line managers to operate within the established ER framework, ensuring positive leadership behaviour, consistent processes and fair outcomes
- Provide advice on the classification of positions under the appropriate industrial instrument
- Provide advice to employees and managers on the facilitation and approval of flexible working arrangements, transition to retirement plans.



- For more complex cases e.g. those that involve union/legal representatives, involve organisational change, complex briefings to executive/s or have a team rather than individual impact, appropriately refer to the ER Consultant to provide timely resolution of issues
- Maintain accurate and complete records for all information and advice provided to managers and employees in response to employee relations queries
- In line with GV Health's current procedure, support and administer the casual conversion process in consultation with department managers and employment services.

Performance and Conduct

- Provide information and advice to line managers on the performance management and disciplinary process, including monitoring and reviewing performance and conduct during probation in line with the relevant EBA and GV Health procedures.
- Assist Managers to address performance and conduct issues in a timely manner, including advice on informal performance management strategies such as a performance improvement plan in line with the relevant EBA.

Disputes and Complaints

- As part of your case portfolio, advise and support managers to address interpersonal conflict, grievances, and complaints, taking an early intervention approach where possible. Where a formal process is required, the matter will be referred to a ER Consultant.

Organisational Change

- Provide information and advice to managers considering undertaking an organisational change, so that they understand their role, obligations, and relevant clauses in the EBAs.

Fitness for work

- Review all pre-existing injury declarations as part of the employee/candidate onboarding process. This includes meeting with the employee/candidate, writing correspondence to both the employee and medical practitioners. You will be required to liaise with their treating medical providers and providing advice to the hiring manager. In complex cases, such as union/legal involvement, or not to proceed with appointment the ER Advisor is to refer the matter with to an ER Consultant.
- Provide information and advice to line managers on fitness for work matters involving current employees. This includes meeting with the employee, preparing and sending correspondence to the employees and their medical practitioner/s to ascertain further information pertaining to their injury/illness/disease, and assisting the manager in deciding as to whether the employee can remain/return to work, and in what capacity. In complex cases, such as union/legal involvement, or proposal to terminate employment, the ER Advisor is to refer the matter to an ER Consultant.

Declarations

- Review all candidate/employee declarations via SAP. Declarations include declarations of a disclosable court outcome on a National Police Check, declaration of a Voluntary Departure Package, AHPRA conditions, and disciplinary outcomes.
- Where relevant, meet with the line manager, prospective/current employee to discuss declaration and complete a recommendation to appoint/not appoint for the applicable delegates approval based in line with GV Health's relevant procedures.

Enterprise Agreements

- Ensure all current Enterprise Agreements are available on the intranet and updated as required.
- Coordinate, action and administer all VHIA Enterprise Agreement bulletins by the Victorian Hospital Industry Association (VHIA) which require action by Goulburn Valley Health).
- Assist ER Consultants with EBA implementation, this includes arranging meetings, minute taking, collating information from payroll & various other sources and preparation of correspondence for any classification translations under the guidance of the Employee Relations Consultant.
- Ensure the organisation's obligations in relation to Enterprise Agreement bargaining are met, including coordinating voting processes and corresponding with VHIA.
- Liaise with VHIA, to seek industry advice and participate in committees and working parties as applicable

Union Facilitation

- Facilitate union right of entry in accordance with legal requirements and inform line managers when members meetings are to be held, and the proper process for facilitating the release of employees
- Provide access to facilities and training for union delegates in accordance with industrial provisions
- Facilitate union attendance at orientation/induction programs in accordance with industrial provisions

Policies and Processes

- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Contribute to the development of employee relations policies, processes and resources that comply with legislative requirements and support the achievement of positive outcomes for GV Health
- Develop effective relationships with internal and external stakeholders to promote a positive employee relations culture across the organisation
- Provide administrative support and facilitate the delivery of education programs and forums that are provided by the Employee Relations team
- Maintain current employee relations policies, processes and resources on the People, Development and Safety intranet site and identify additional resources required based on employee relations queries received
- Providing value add HR metric information, reports and analysis
- Contribute to the continuous development and enhancement of ER and Injury Management processes and service offerings
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

Family Violence

- *Promote awareness of the Family Violence Workplace Support Procedure*
- *Utilise the principles of the sensitive enquiry model when consulting with affected employees*
- *Discuss entitlements with affected employees*
- *Assess affected employees suitability for granting of family violence leave in accordance with the relevant Enterprise Agreement*
- *Consult with the affected employee regarding who within the organisation will be aware that the affected employee is experiencing family violence and explain confidentially*



- *Manage the interface between the affected employee and the manager (where relevant), payroll (where leave is taken) or relevant OHS&W staff (where a temporary variation is required to support a safe work environment)*
- *Ensure the affected employee is aware of external support services that are available*
- *Encourage and/or facilitate connection between the affected employee and other support services such as domestic violence services or family violence resource centres and EAP where it is deemed necessary and/or beneficial*
- *Document the steps taken to ensure that the affected employee's circumstances are being appropriately managed in accordance with the requirements of the family violence clause in the relevant Enterprise Agreement*
- *Maintain the strictest level of confidence when handling any family violence enquiries*
- *Have a thorough understanding of any associated privacy issues and confidentiality considerations*
- *Maintain skills and knowledge in relation to family violence issues within the workplace*
- *Develop and deliver education for Managers to raise awareness of family violence issues in the workplace and their role in responding*

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.
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OTHER REQUIREMENTS FOR NON CLINICAL EMPLOYEES:

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

KEY PERFORMANCE INDICATORS:

- People, Development & Safety intranet site is kept up to date with current policies, processes and resources
- Maintenance of accurate and complete records of information and advice provided in response to employee relations queries
- Provision of timely, accurate and consistent employee relations information, advice and support to managers, employees and the Employee Relations team
- Maintenance of professional working relationships with all internal and external stakeholders
- Protection of sensitive and confidential information obtained in the course of employment
- Early referral of complex cases or high risk/contentious issues where required to Employee Relations Consultants; Injury Management Consultant and/or Employee Relations Manager
- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*
- Relevant experience in a human resources or employee relations role, including case management.
- Proven ability to provide accurate and timely advice on employee relations policies and processes and manage a case load
- Sound working knowledge of employment law; proven ability to interpret and apply legislation, industrial instruments, employment contracts and policies in a range of situations
- Well-developed analytical and problem solving skills and a high level of attention to detail
- Effective communication, interpersonal and conflict resolution skills
- Proven ability to plan and prioritise work autonomously and effectively in a dynamic team environment
- Sound judgement and maturity to handle sensitive and complex matters competently *and confidentially* and remain calm under pressure
- Demonstrated ability to work collaboratively with stakeholders and as part of a team
- Well-developed computer skills, including the full suite of Microsoft office
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

Desirable

- Relevant tertiary qualifications in HRM/IR (or a related discipline) would be an advantage
- Experience working in the public health sector, or a related industry
- Relevant training in the field of family violence

Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

CLERICAL / ADMINISTRATION ROLE
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling, lifting) ▪ sitting, standing, bending, reaching, holding, lifting ▪ computer work, data entry ▪ general clerical at varying levels , ▪ use of personal protective equipment ▪ handling general waste ▪ pushing and pulling trolleys / filing ▪ work at other locations may be required ▪ shift work in some roles ▪ driving motor vehicles ▪ dealing with anxious or upset consumers or members of the public

Reviewed by	Manager Employee Relations & Projects
Issued	July 2022
Reviewed	July 2024

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ / / _____

(Print Name)