

Position Description

Position Title:	Employee Relations Consultant
Reports to:	Director - Employee Relations
Department:	Employee Relations
Directorate:	People, Development and Safety
Cost centre:	R2003
Code & classification:	Grade 5, Level 1 - 5 (HS5; HS30 - HS33)
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)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

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).

POSITION SUMMARY

The People, Development & Safety directorate provides a range of strategic and operational human resource services and support to GV Health and its associates, including the Hume Rural Health Alliance. Reporting to the Manager Employee Relations & Projects, the Employee Relations Consultant will play a lead role in advising, coaching and supporting line managers to proactively address the full range of employee relations issues. Their primary objective will be to build the knowledge and capability of line managers, to ensure a fair and consistent application of GV Health's policies and procedures, thus promoting a positive employee relations culture and minimising risk to the organisation. They will operate within a structured case management framework, working closely with the Employee Relations Advisor to ensure the early identification of potential industrial risks and timely resolution of issues.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

Compliance

- Provide accurate and timely advice on the interpretation and application of employment legislation, industrial instruments and policy and ensure pro-active resolution of issues
- Provide advice, coaching and support to line managers to operate within the established ER framework, ensuring positive leadership behaviour, consistent processes and fair outcomes

Performance and Conduct

- Provide advice, coaching and support to line managers to properly conduct disciplinary meetings, determine appropriate action and document outcomes, ensuring that all procedural requirements are met prior to termination of employment (where required)
- Work collaboratively with line managers and the Health, Safety and Wellbeing (Injury Management/Return to Work) team to facilitate termination of employment where employees are unable to perform the inherent requirements of their job due to long-term injury/illness or fitness for duty issues

Disputes and Complaints

- Conduct thorough research and investigations into alleged breaches of policy or employee entitlements, document findings and recommend appropriate responses to protect the organisation's interests and ensure fair treatment of employees
- Provide education, coaching and support to line managers and EEO Contact Officers to address interpersonal conflict, grievances, complaints and allegations at the earliest possible stage
- Investigate complaints of unfair treatment, discrimination, bullying and harassment and devise strategies to resolve issues and mitigate risks – facilitating mediation, where appropriate
- Represent GV Health in proceedings before the Fair Work Commission, VCAT and HREOC etc. to resolve disputes and complaints - seeking legal advice and representation, where required

Organisational Change

- Develop strategies to facilitate the introduction of organisational change through effective employee engagement, internal communication and union consultation
- Provide coaching and support to line managers to consult effectively with employees and their industrial representatives and address any issues identified
- Facilitate the redeployment and redundancy of employees arising from restructures/outourcing, ensuring the fair treatment of employees and legal and industrial obligations are met

Union Facilitation

- Facilitate union consultation forums to foster effective workplace relations between managers, union officials and delegates and encourage open dialogue on organisation-wide issues

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
- Facilitate management development programs on employee relations issues to support fair and consistent application of policies and procedures and build line manager capability
- Mentor and support the Employee Relations Officer to act as a first point of contact, providing consistent information, advice and support to managers and employees
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

KEY SELECTION CRITERIA**Formal Qualification(s) and Required Registration(s):**

- Relevant tertiary qualifications in HRM/IR (or a related discipline)

Essential:

- Advanced working knowledge of employment law and proven ability to interpret and apply legislation, industrial instruments, employment contracts and policies in a range of situations
- Proven ability to develop systems, policies and processes to support managers in adopting a 'best practice' employee relations approach
- Prior experience in an HR/ER consulting or advisory role, with a proven ability to develop effective strategies, solutions and interventions to resolve the full range of employee relations cases
- Highly developed conceptual, analytical and problem solving skills, with strong attention to detail

- Excellent communication and interpersonal skills, with a proven ability to alter style and approach to engage effectively with a broad range of stakeholders
- Outstanding relationship building, coaching and influencing skills to gain the confidence and cooperation of others
- Strong conflict resolution skills and a proven ability to remain calm under pressure
- Demonstrated ability to work collaboratively with stakeholders and as part of a team
- Proven ability to plan and prioritise work effectively in a dynamic work environment
- Sound judgement and maturity to handle sensitive and complex matters competently
- Competent computer skills
- Holds a current Victorian drivers licence

Desirable:

- Postgraduate qualifications in HRM/IR (or a related field of study)
- Mediator training/accreditation
- Membership of relevant professional organisations
- Experience working in the public health sector, or a related industry
- Experience designing and delivering knowledge and skills-based training programs for managers

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Policies, processes and resources developed are 100% compliant with employment legislation, regulations and Government policy (as varied from time to time)
- Maintenance of accurate and complete case management records
- Provision of timely, accurate and consistent employee relations information, advice and support to managers and employees
- 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 high risk/contentious issues to the Manager Employee Relations & Projects

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required

to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;

- 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;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- 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;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

People, Development & Safety	Employee Relations Consultant
Reviewed by:	Director – Employee Relations
Issue Date:	March 2025

ABOUT US

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

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)