

Position Title	Manager, People and Performance
Location	Head Office, Adelaide
Reports to	Chief Executive

Key Responsibilities and Duties

- Undertake duties in accordance with the philosophy, business practices and policies of Bene and its purpose within the culturally and linguistically diverse (CALD) sector.
- Practically responsible for optimally delivering Bene's ability to attract, retain, align, and develop a passionate, informed, competent and committed workforce.
- This role will drive and lead the growth of the People and Performance culture portfolio and related support to Bene's Operations.
- Provide expert advice, direction and practical support to management and staff on operational human resource matters, Industrial relations, performance management, personnel training and development.
- Partner closely with Managers to identify and support opportunities including workforce planning, succession mapping, development needs, retention, and support with industrial relations activities
- Ensures that Bene's human resource systems, policies and procedures relevant to the portfolio complies with all applicable legislation and regulation.
- Negotiation and implementation of Enterprise Agreement and the respondent requirements to any workplace awards in application.

This position requires a risk based approach to managing workload including the identification, management and actioning priority issues, compliance and reporting requirements.

Portfolio generalist responsible areas;

- Workforce performance management
- HR policy & procedure
- Recruitment , Induction, HR Communication, mentoring
- Volunteers
- Return to Work and Injury management

The Manager, People and Performance will work practically with internal and external key stakeholders and personnel, to ensure the ongoing evaluation and compliance and continuous improvement in accordance with Bene's values and commitment to quality endorsed organisation.

Specifically the Manager, People and Performance will:

- Provision of a high quality HR/IR service to the whole organisation
- Provide leadership in the management of staff throughout the business, providing operational and strategic advice in the areas of employee and industrial relations.
- Lead, develop and evaluate project and process improvement initiatives
- Oversee the management of complex workers' compensation claims and rehabilitation plans
- Oversight to and support the performance development and management process ensuring compliance and continuous improvement relating to workforce competency and engagement
- Oversee and manage workforce planning to ensure ongoing sustainability
- Ensure the portfolio undertakes ongoing periodic review of its performance in support of organisational operations.

Key Performance Areas

1. Lead, manage and practice in a timely, proactive and customer centric manner.
2. Contribute to Human Resources strategic planning, workforce planning and continuous improvement.
3. Establish, implement and maintain People and Performance systems to ensure compliance and completeness.
4. Advise organisational management in relation to workforce management issues, IR and the Employee Management System with practical translation and support where appropriate.
5. Plan, develop and implement workforce engagement and recruitment in conjunction with operational management.

Key Performance Area	Key Performance Indicators	Measurable outcomes
1. Lead, manage and practice in a timely, proactive and customer centric manner.	<ul style="list-style-type: none"> • All People and Performance services are delivered in line with Bene Strategy, Values, Policies & Procedures. • Effective management of Workforce legislation and standards in application as relevant to the organisation. Report any non-compliance to GM. • Act to rectify unsafe practices or unprofessional conduct. • Act as a role model and work positively with the team to ensure a cooperative and appropriate approach to service delivery and the required provision of duty of care is reflected in work practices. • Develop and coordinate a quality improvement program that is focused on ensuring a culture of continuous improvement and that meets all legislated requirements. • Manage and maintain systems to improve the delivery of best practice in Aged Care • Ensure the portfolio is proactive, supportive and responsive to matters pertaining to People and Performance 	<ul style="list-style-type: none"> • Positive feedback on portfolio support and guidance to internal stakeholders • Positive feedback from management peers relating to education and support
2. Contribute to Human Resources strategic planning and continuous improvement.	<ul style="list-style-type: none"> • Coordinate and assist in developing strategic and business unit plans - organisationally • Ensure the portfolio is across the required detail that will provide for informed decision making relevant to: <ul style="list-style-type: none"> ○ Industrial Relations & Enterprise Agreements ○ Workforce resource planning ○ Workforce education, competency and understanding relative to operating environment ○ Regulatory change ○ Risk Mitigation • Provide reports to Executive and other key stakeholders as required relating to analysis for workforce planning and organisational development 	<ul style="list-style-type: none"> • Bene HR Strategic plan incorporates People and Performance improvement opportunities and ensure organisation fit for purpose • Preparedly work is undertaken with relevant portfolio managers and exec for organisational EB('s). • Regulatory environment is proactively researched and applicable information informs organisational practice
3. Establish, implement and maintain People and Performance systems frameworks	<ul style="list-style-type: none"> • Jointly develop, implement and monitor organisational Work force Management plan. 	<ul style="list-style-type: none"> • Jointly with GM develop a measurement audit schedule • Jointly facilitate and correlate annual Workforce Management Survey.

<p>and functionality ensuring compliance and completeness.</p>	<ul style="list-style-type: none"> Participate in the development and implementation of policies and procedures consistent with legislative and regulatory requirements. Ensure that the policies and procedures within the People and Performance system framework is updated, current and relevant to organisational need Support and lead the functionality of the organisational performance management process ensuring appropriate ownership, compliance and due process. Engagement and retention process compliance Sector regulatory compliance – police checks, registrations Oversee corrective actions for compliance and close out. 	<ul style="list-style-type: none"> EMS is proactively facilitated and managed with Bene Management. Bene Management is competent in EMS application and use Target EMS activity and outcome severity reduction Monitor, revise and report on organisational compliance with Engagement and Retention requirements Regulatory compliance is maintained in security clearances, registrations etc Policy and Procedure framework is up to date and commensurate Jointly ensure maintenance of Self Insurance compliance
<p>4. Advise organisational management in relation to workforce management issues, IR, and Employee Management System with practical translation and support where appropriate.</p>	<ul style="list-style-type: none"> Jointly review, prepare and negotiate organisational Enterprise Agreement and respondent Awards in application Oversee and jointly manage the Employee Management System (EMS) Monitor and report on the EMS for action close outs and trending information Represent the organisation in IR matters i.e. mediation, arbitration etc Monitor and report on training plan compliance 	<ul style="list-style-type: none"> Jointly canvas operations and provide brief on EA environment and Bene position re upcoming EA's and EB Jointly lead any applicably EB and finalisation of EA's Organisational training is informed, planned and ensures competencies and risk mitigation Provide monthly stats on EMS activity and outstanding matters Ensure appropriate remedial actions to training plan performance
<p>5. Plan, develop and implement workforce engagement, recruitment and allocation activity in conjunction with operational management.</p>	<ul style="list-style-type: none"> Establish mechanisms to forecast and monitor recruitment needs Underpin recruitment and engagement activity with all necessary administrative needs Jointly lead and participate in recruitment interviews and engagement evaluation Ensure operations effective management of leave and leave relief Review of organisational JD formats and content Rostering administration is commensurate with competent workforce allocation, effective and efficient with agency minimisation. 	<ul style="list-style-type: none"> Recruitment activity is forward looking and aligned with skill needs and agency minimisation Periodic Leave status reports JDF's are reflective of organisational needs concurrently Periodic rostering reports are provide to management for actions
<p>Other Duties as directed</p>	<ul style="list-style-type: none"> Other matters that may be directed within capacity and ability Including but not limited to, project development, participation, implementation and oversight as required 	

Person Specification

Experience and Knowledge	Matching Abilities, Skills and Values
<p>1. Demonstrated success in the delivery and administration of Human Resources and Workforce management</p>	<ul style="list-style-type: none"> Qualified to degree level (or equivalent) in relevant subject Demonstrated knowledge, understanding and application of HR contemporary practice, legislation, recruitment and selection, workforce management, disciplinary and grievance. Significant experience in advising on HR matters and leading/ facilitating line management application of organisation HR practices and policies Demonstrated experience and competence in the management of workforce performance consistent with regulatory compliance and with a strong focus on organizational desired outcomes

	<ul style="list-style-type: none"> • Experience in supporting high volume recruitment activities across a wide variety of roles and technical sectors • Proven experience in developing effective workforce and people management plans • Proven experience in Industrial frameworks, enterprise agreement negotiations and workforce performance environment • Experience in managing early intervention programs • Demonstrated education, training facilitation abilities • Minimum of 3 years in a commensurate role. • Current National Police Clearance. • Driver's License. • Highly developed analytical skills and ability to translate and apply data to practice. • Experience in the formation, implementation and review of policies and practices relevant to HR • Desirable management experience in a CALD Aged Care setting. • Desirable experience in workforce injury management and return to work
2. Work ethic	<ul style="list-style-type: none"> • Highly developed organizational and time management skills. • Strives for excellence. • Demonstrates and fosters professionalism in application to task. • Aspires to delivering optimal outcomes for consumers. • Values alignment in work application. • Ability to perform accurately under pressure, meet deadlines and make decisions; attention to detail
3. Customer Service Focus	<ul style="list-style-type: none"> • Demonstrated commitment to meeting the needs of both internal and external customers. • Able to build strong inter and intra relationships and enable a team to foster positive working relationships in the achievement of consumer outcomes. • Ability to coordinate, facilitate, negotiate and influence multiple stakeholders across a diverse environment. • Ensure portfolio service delivery continuance. • Demonstrated ability to contribute to a high performing team with a focus on achieving quality consumer outcomes.
4. Communication skills	<ul style="list-style-type: none"> • Demonstrated high order verbal and written communication skills and ability to relate with all levels of staff, consumer, internal and external stakeholders. • Significant interpersonal negotiation and influencing skills that will foster the cooperation and support of others. • Exposure to consumer and workforce diversity and ability to engage effectively with cultural sensitivity.
5. Computer literacy	<ul style="list-style-type: none"> • Proficient computer and keyboard skills and the ability to use Microsoft Office software. • Exposure to Workforce Management and Quality system software application.
6. Professional development	<ul style="list-style-type: none"> • Maintain portfolio awareness of regulatory and legislative framework. • Continually develop both personal and professionally to meet the changing needs of your chosen position, career and industry. • Ensure sound knowledge of current professional and technical procedures and practices applicable. • Ensure portfolio understanding of working environment.

<p>7. Demonstrated competency in the following</p>	<ul style="list-style-type: none"> • Interpretation of regulatory compliance into practical application. • Understanding of Workforce regulation including the relevant Performance standards. • Multi-disciplinary engagement and coordination of professionals • Facilitation of in-service education of the principles in practice. • Evidence based practice. • Driving a workforce culture based on values. • Understanding of the rights and obligations of an employer in the management of Human resources. • Experience in operational risk and quality management.
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Work Health Safety

Responsible for:

- Maintaining a safe work environment in accordance with Bene’s Work Health Safety Policies and Procedures;
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Bene’s Work Health Safety Policies and Procedures;
- Participating in mandatory Work Health Safety training sessions;
- Identifying and reporting hazards and incidents in the workplace;
- Engaging and support the injury management and facilitation of return to work as required

Privacy and Confidentiality

Responsible for:

- Adhering to Bene’s Privacy of Information Policy and Procedure at all times;
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff;
- Ensuring that any “Confidential Information” that becomes known through the course of employment with Bene is kept confidential including information relating to Bene’s:
 - business or operational interests;
 - financial information; and
 - anything else that is notified as being confidential.

Acknowledgement

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Employee

Name: _____ Designation: _____

Signature: _____ Date: ____/____/____