

POSITION DESCRIPTION

Position Title	People and Culture Business Partner
Reports to (Title)	Director, Employee Relations
Executive Director	Executive Director, People and Culture
Department	People and Culture
Position Location	Malvern/Brighton
Award/Agreement	N/A
Delegation of Authority Level	N/A

Position Summary

This position performs a key role in delivering strategic and operational value added services to senior and line management as well as working collaboratively with all teams in the People and Culture Division. The position will work closely as a trusted advisor with the nominated Senior Executive(s) in their portfolio(s) also and serve as a consultant to managers to ensure the effective delivery of quality employee relations, change management and broader operational people and culture services. The position also has responsibility for providing People and Culture advice and support on nominated projects.

Key Tasks and Obligations

- **Strategic Partnership**
 - Partner with executives and people managers and is the trusted advisor regarding all People and Culture related strategic and operational decision making.
 - Influence and maintain effective relationships with key stakeholders and ensure decision making is in accordance with People and Culture strategy and keeps the Cabrini Mission and Values front of mind.
 - Proactively provide People and Culture services and support change as necessary in order to achieve organisational business objectives.
 - Develop and maintain partnerships across the People and Culture function to ensure smooth delivery of value-added service to management that enable Cabrini's business objectives.
 - Regularly review People and Culture initiatives and business metrics to support managers to develop and promote employee development, engagement and retention.
 - Provide timely data for reporting purposes.
 - Support and provide leadership in risk management and continuous quality improvement.
- **Operational Delivery**
 - Lead employee relations cases and/or assist managers to manage employee relations matters such as conduct, performance, conflict resolution and disputes.
 - Provide quality advice and problem solving on all People and Culture related questions including entitlements, policy and procedure.
 - Assess and develop manager capabilities, applying coaching and development strategies to ensure best practice management of staff and mitigation of industrial relations risks.

- Assists managers with change management and ensure change occurs in compliance with policy and any relevant enterprise agreements.
- Participate on interview panels for people leaders, as required.
- Assist with the development and implementation of People and Culture projects and programs of work, including culture surveys, performance reviews, recognition awards, health, safety and wellbeing, learning and development, EA negotiations and HRIS support.
- Deliver workplace training and coaching as required.
- Maintain a presence at key stakeholder location(s) which will require working onsite at specified Cabrini campuses.
- Involvement in other duties, as directed

3 Organisational Relationships

- Works very closely on a day to day basis with the Executive Director / General Manager / Directors/ Chief for the nominated portfolio
- Maintains an effective working relationship with the Executive Director, People and Culture
- Maintains a close collaborative working relationship with the People and Culture team and line managers within nominated portfolio

4 Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

5 Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

6 Child Safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

Key Competencies

ESSENTIAL

Personal abilities/aptitudes/skills

- Capacity to develop trust and build effective business relationships at all levels of the organisation.
- Outstanding interpersonal and relationship development skills.
- Well-developed influencing, negotiating and dispute resolution skill sets.
- Professional written and verbal communication style, with the ability to apply discretion to sensitive or confidential matters.
- Analytical and problem solving capabilities.
- Proficiency in the range of computer business applications especially MS Outlook, Word, Teams and Excel; case management systems; and HRIS systems.
- Ability to work under a hybrid model, including regular travel between Cabrini's corporate office and its healthcare facilities.

Experience

- A successful record of achievement in a HR Business Partnering and/or senior HR Generalist capacity in a medium to large sized organisation.
- Strong background in case management including the ability to conduct workplace investigations and managing performance improvement.
- Working knowledge of ER legislation such as discrimination, sexual harassment, bullying, unfair dismissal, general protections,
- Experience in change management and continuous improvement.
- Successful development and delivery of HR projects (or HR aspects of larger projects).
- Proven experience as an HR practitioner in all aspects of the employee lifecycle.
- Working knowledge of the industrial landscape and the interaction of NES, industrial instruments and contracts of employment.
- Experience in workforce planning.
- Experience in the provision of insightful advice, support, guidance and coaching to managers.
- Experience in problem solving and benchmarking

DESIREABLE

- Tertiary qualifications in human resources, industrial relations, legal or related field.
- Adult Training qualifications such as Cert IV Training & Assessment etc.
- Knowledge of the Victorian health system (public and/or private).
- Experience with a unionised workforce.
- Experience of conciliation in FWC and other jurisdictions.

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised:

Group Director People, Culture & Transformation

Date