



Position Description

Manager – Human Resources

Position Title	Manager – Human Resources
Location	Birtinya; with travel required across NCACCH service region/s
Employment Status	Part-Time; 22 hours a week
Position Report To	Chief Executive Officer
Position Responsible for	N/A
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)
Application Opening Date	6 th June 2024
Application Closing Date	23 rd June 2024

NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service (AMS) model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals.
- Encouraging choice for individual Indigenous community members. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers as they seek to attract Indigenous clients; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide “Closing the Gap” health status improvement initiatives

Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.

Purpose of the Position

Reporting directly to the CEO, the primary objective of the Manager – Human Resources is to provide culturally informed, professional and efficient advice and consultancy on all aspects of human resources management and strategy, including recruitment, workplace culture, employee relations, conflict resolution, organisational development and Aboriginal and/or Torres Strait Islander capability, ensuring the delivery of programs and initiatives closely align with NCACCHs vision, values and priorities.

This position provides key support to the Executive and Management team on strategic and operational human resources priorities and is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct.

Selection Criteria

Essential:

- In depth knowledge and understanding of Aboriginal and/or Torres Strait Islander culture and a commitment to the Aboriginal and/or Torres Strait Islander community
- Knowledge of contemporary Human Resource practices and the ability to use this knowledge in developing practical solutions
- Proven capacity to operate both strategically and operationally with expertise in strategic development and execution across a range of human resources, organisational and cultural change programs
- Demonstrated commitment to teamwork and the creation of a supportive, collaborative work environment with the ability to lead, supervise, coach and develop employees
- Ability to be a flexible and dynamic leader with a drive to go above and beyond leading from the front.
- Excellent collaboration and interpersonal skills with the ability to work in partnership with Executive, Managers and staff to implement organisational improvements
- Demonstrated ability to critically analyse issues and develop and implement effective strategies and solutions that support NCACCHs goals and values
- Exceptional communication skills including the ability to prepare quality written reports, policies and procedures, action plans correspondence and other documentation as required
- Demonstrated high-level computer skills, web-based programs and applications including Microsoft Office Suite and aptitude to learn other relevant software systems

Desirable:

- Previous experience working within an Aboriginal Community Controlled Health Organisation (ACCHO) or similar
- Experience using LogiQC Quality Management System or similar
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Sunshine Coast and Gympie regions
- Knowledge of the Australian health system and emerging directions in Aboriginal Health within health locally, state-wide and nationally
- Understanding of the social determinants of health and how these impact on health behaviours

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply

Mandatory Qualifications / Professional Registrations and Licences

- Tertiary Qualification in Human Resource Management, Business or similar
- Minimum of two years' experience in the Human Resource Management role within a comparable community-controlled service, not for profit, government or private sector
- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people
- First Aid Certificate
- Satisfactory Police Check – no Serious/Criminal/Court Record
- Work out of normal hours of duty, including some week-ends, will be required
- Travel across the region will be required

Mandatory Vaccinations

- Full vaccination against COVID-19 as per NCACCH policy. Evidence that is required for this includes, myGov record or immunisation history statement.

Position Responsibilities

Human Resource Management:

- Work closely with and build collaborative networks with the Executive, Management Team and staff to ensure the strategic plan is achieved and that relevant people and development plans are aligned to meet strategic and operational objectives
- Manage workforce planning including forecasting needs, job design and evaluation, recruitment and selection processes, inducting new employees and coaching and liaising with Managers
- Lead, monitor and review the performance management system ensuring that appropriate plans are in place for managing succession, retention, talent and career development
- Ensure that all training and professional development is linked to organisational goals and coach individuals to improve performance and capability across NCACCH or achieve career progression
- Develop, maintain and be a role model for a culture among staff that is open to change and supports continuous quality improvement, collaboration, respect and accountability
- Work collaboratively with the CEO and Executive Management to identify, develop and implement key organisational culture, engagement and change initiatives and strategies
- Develop, implement and maintain policies and practices that reflect contemporary, evidence-based approaches and meet legislative requirements
- In collaboration with the General Manager – Corporate Services, manage the remuneration structure and salary reviews, providing recommendations to the Chief Executive Officer
- Advising and supporting managers and employees on HR related queries; inclusive of assisting with the process of staff grievances and advocate on conflict resolution; escalating complex matters to CEO
- In conjunction with Executive and Managers, monitor employee evolving trends and develop appropriate risk mitigation strategies i.e. absenteeism, accumulated leave, etc.
- Review and update HR related policies, procedures, templates and forms and ensure they are adhered to and up to date to reflect both legislative and organisational requirements

Compliance and Quality Management

- Ensure delivery of human resource services is underpinned by a credible framework that fosters reflective practice, constructive feedback and service improvement, risk prevention and management, and the highest standards in quality and safety of employee care
- Lead human resource activities, audits and regularly monitor the achievement of deliverables that ensure the maintenance of ISO 9001 and AGPAL accreditation
- Identify areas that require improvement through observation, audits, incidents and staff feedback, and implement changes upon CEO approval
- Investigate complaints and incidents promptly and implement changes to prevent reoccurrence of similar incidents
- Complete Staff Work Plan Forms, as well as return to work plans for staff on WorkCover or leave
- Maintain HR related systems and records including blue card services portal, LogiQC, immunisation records, staff information list, organisational chart, registers etc.

- Maintain personnel files and conduct personnel file audits to ensure accreditation compliance
- Contribute, implement and review the risk management plan and provide regular reporting relating to the risk management register
- Contribute to organisation direction by undertaking risk analysis of internal an external environment that affects NCACCH and identifying continuous quality improvement
- Promote regular and ongoing opportunities for employees to provide feedback and maximise and address employee satisfaction, oversight and report on employee Surveys/Feedback/Suggestions

Relationship Management:

- Motivate, support and co-ordinate Executive, Management and staff to accomplish set goals
- Conduct or provide access to regular supervision, coaching and cultural supports in line with NCACCH cultural framework
- Support Executive and/or Management team in the development and implementation of workforce planning profiles in line with operational needs and budgets
- Oversight and coordination of NCACCH team building, staff/Board connectedness and workplace culture activities and initiatives

IT Management:

- Where required, provide guidance to the General Manager – Corporate Services and/or outsourced IT provider, to ensure successful implementation of identified ICT projects that meet established deadlines
- Support the General Manager – Corporate Services in the installation and maintenance of relevant IT related equipment including desktop, server, communications and outlying equipment as required
- Manage and assist with the troubleshooting, installation, and implementation of new and existing employee management systems ie Employment Hero
- Support the development and implementation strategies that enable the identification, readiness and response to areas of risk associated with ICT infrastructure

Health and Safety:

- In collaboration with the outsourced WH&S consultant, oversee Work Health and Safety matters including committee, injury management and ensure a safe and supported environment.
- In collaboration with the Safety Delegates, identify and manage WH&S risks across all NCACCH sites
- Lead the NCACCH Work Health Safety goals and objectives remaining compliant with WHS legislation and NCACCH policies and procedures
- Ensure staff complete the WH&S training as and when required
- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Carry out your duties safely in accordance with your ability and competence

Excellence:

- Champion of NCACCH values, expected behaviours and contribute to a positive internal culture through design, implementation and management HR initiatives
- Seek to understand your role in the larger organisation context

- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

Legal Obligation:

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence, and training at any time.

Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.

NCACCH reserves the right to vary the Position Description.