

# Position Description

<b>Position:</b>	Operations Manager – People & Culture
<b>Award:</b>	Lyndoch Living (Health & Allied Services, Managers & Administrative Officers) Enterprise Agreement 2016 – 2020
<b>Classification:</b>	Dependent on qualifications and experience
<b>Status:</b>	As per contract of employment
<b>Qualifications:</b>	Extensive experience in a senior leadership position. A Tertiary qualification within Human Resources, Business or of relevance will be highly regarded.

## Position Objective(s)

To provide operational leadership and overall management of a best practice People and Culture department.

Partner with business leaders to provide strategic guidance and mentor, coach and assist them in the growth and development of themselves and their teams on matters including employee relations, HR operations, employee experience, organisational development and safety and wellbeing.

To collaborate with the Leadership Team on organisational development, change management, key strategies, trends and issues for best practice HR.

## Lyndoch Living

Lyndoch Living was established in 1952 as a community owned not for profit organisation and has matured into an integrated aged care service that provides a broad range of aged and community services to the local and surrounding communities.

Lyndoch Living is an innovative organisation and leader of aged and community services supported by a Board of 9 members and recently converted to a Company Limited by Guarantee to support the Masterplan and potential business and commercial enterprises. Lyndoch has completed 2 acquisitions – May Noonan Centre by Lyndoch Living and Warrnambool Medical Clinic by Lyndoch Living and is the second stage of the masterplan.

## Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

## The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future seven pillars have been identified.

### **One Team**

We value and recognise individuality as a vital part of developing a unified voice.

### **Pride**

We support pride and passion in our work and in doing so, we attract others who share our values.

### **Welcoming Workplace**

We encourage warm, friendly and respectful interactions across all aspects of our service.

### **Yes Culture**

We always start with 'yes' in every deliberation.

### **Customer Service**

We ensure that customers feel engaged and valued in every interaction.

### **Innovation**

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

### **Fun and Enjoyment**

We recognise that fun and enjoyment are critical to success.

## Key Responsibilities and Duties

### **1. Values**

- To align with the values, vision and mission of Lyndoch in all aspects of the role for the provision of quality services, best practice HR, workforce development, business innovation and a standard of customer service that exceeds expectations.
- Lead by example to foster and develop a working environment that actively promotes a collaborative performance and demonstrates the values in all interactions internally and externally.

### **2. Human Resources and Workplace Relations**

- Achieve strategic objectives of the People & Culture team and attract and retain an engaged workforce who are passionate about the values
- Partner with business leaders to provide strategic guidance and mentor, coach and assist them in the growth and development of themselves and their teams
- Work with the People & Culture team to ensure all employee data, files and information is organised in ways that are relevant, easy to manage, and compliant.

- Assist with negotiations and implementation of enterprise agreements with the relevant unions in conjunction with the Director of People and Resilience
- Manage and respond to ER/IR problems and opportunities
- Provide advice to the Director of People and Resilience and collaborate with the Leadership Team on organisational development, change management, key strategies, trends and issues for best practice HR
- Promote employee accountability and implement team KPI's in line with the organisations strategic objectives
- Ensure that employee entitlements and liabilities are appropriately managed, and, in line with the enterprise interpretation
- Champion process improvement and support system implementation initiatives through high level expertise and change management
- Maintain a framework for complaints and grievances
- Oversee and manage best practice recruitment and employee life-cycle methodologies
- Counsel employees and managers regarding conflict resolution, performance improvement and talent management.

### **3. Leadership**

- To provide operational leadership that is accountable for the oversight, support, day to day operational and performance management of the People and Culture team
- Oversee the internal reporting and analytic function in the provision of high quality, meaningful and relevant HR data, information and advice that strategically informs decision-making and their execution.
- Lead the People and Culture Department to ensure the delivery of effective policy development, IR/ER expertise, WorkCover to the organisation.
- Lead the team to ensure a culture of the Lyndoch Values of OneTeam ensuring confidentiality in dealing with complex and sensitive employee issues
- Foster an environment of continuous improvement that comply with the new aged care standards.
- Partner with the Leadership team to manage and direct the People & Culture function for the organisation
- Achieve responsibility and accountability for own practice through self-evaluation, and annual performance appraisals.
- Prepares business case reports as necessary for the People & Culture team
- Assist with the budget process and ensure budget is regularly monitored

## Organisational Relationships

<b>Reports to:</b>	Director of People and Resilience
<b>Supervises:</b>	People & Culture Team; Manager – People and Culture, People and Culture Lead, HR Administrators and other as required
<b>Internal Contacts:</b>	All Lyndoch staff, residents, clients and families

**External Contacts:** Members of the community, WorkSafe, Unions, contractors, suppliers and other.

## Specialist Knowledge and Skills

**The following knowledge and skills are required to be demonstrated:**

- Bachelor's degree Human Resources, Management or other
- Demonstrated ability to provide strategic, analytical and innovative skills in leading best practice service delivery
- Proven ability to successfully implement process improvements, and implement new technological solutions
- Excellent consultative and communication styles including written, verbal communication and presentation skills, together with a high degree of tact and integrity, and outstanding negotiation/influencing skills
- Advanced skills in Microsoft Office suite
- Demonstrated capacity to lead and motivate individuals and teams in a consultative manner.
- Strong IR/ER knowledge
- Superior reporting and understanding of data
- Experience in the health care and Aged Care sector or large commercial business

## Management/Interpersonal Skills

**The following Leadership skills are required to be demonstrated:**

- Demonstrated ability to negotiate and positively influence and motivate others to make a significant change in approach to health, safety and wellness
- Highly developed skills in change management strategies to drive organisational wide change
- The ability to foster and develop a working environment which actively promotes collaborative performance and values based culture.
- Superior communication and interpersonal skills including demonstrated experience in liaising with employees, clients, stakeholders and the wider community
- Ability to build relationships that facilitate cooperation, respect and transformational change
- Demonstrated capacity to be a professional role model for staff.
- Capacity to collaborate with all stakeholders (internal and external) to achieve agreed outcomes.
- A positive approach to change.

## Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)

Signature

Date

Authorised by: Fiona Bourke, Director of People & Resilience  
Date: November 2019

## Appendix 1

### General Conditions of Employment

#### **Terms and Conditions of Employment**

The conditions of employment are in accordance with the relevant Award and Agreement to which you are employed under. Copies of Awards and Agreements are available from the Human Resources Department.

#### **Performance Review**

In order to assist your development in your role, your manager and you will annual review your personal effectiveness in your role.

The performance review is a formal means of receiving feedback on your performance and of discussing training, development and career opportunities.

#### **Probationary Period**

This position is subject to a six (6) month probationary period during which time mutual suitability will be determined. During the probationary period either party may terminate the employment by giving two weeks' notice in writing.

At the expiration of the probationary period, should the appointment be confirmed, the terms of the Position Description and these Conditions of Employment will continue to apply to your employment.

#### **Termination**

Employment may be terminated in accordance with the provisions of the relevant Agreement.

#### **Policy and Procedures of the Employer**

The Employer directs you to abide by the policies and procedures of the Employer as varied from time to time.

#### **Apparel and Equipment**

You are required to use/wear safety equipment and apparel provided to you by the Employer and to abide by all the Employer's safety rules and regulations.

#### **Notification of Prior Injury**

Under the Accident Compensation Act 1985, the Employer requires you to disclose all pre-existing injuries and diseases which you foresee could be affected by the nature of your employment. Failure to do so may render you ineligible for Workers' Compensation in some circumstances. You are required to complete and return the Pre-injury Declaration Form as attached.

# Pre-existing Injury Declaration Form

## **Please complete and return with your Application for Employment**

In accordance with s.82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) ("the Act"), you are required to disclose any or all pre-existing injuries, illness or disease (pre-existing conditions) suffered by you which could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by your performing the responsibilities associated with the employment for which you are applying with Lyndoch Living Limited ("the employment").

In making this disclosure, please refer to attached position description, which includes a list of responsibilities and physical demands associated with the employment.

Where you have a pre-existing condition, consideration will be given to reasonable modification to the environment or tasks if at all possible or practicable.

Please note that, if you fail to disclose this information or you provide false and misleading information in relation to this issue under s.82(8) and s.82(9) of the Act you and your dependents may not be entitled to any form of workers compensation as a result of the recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing condition arising out of, in the course of, or due to the nature of your employment.

Please note that the giving of false information in relation to your application for employment with Lyndoch Living Limited may constitute grounds for disciplinary action including termination of your contract.

### Employee Declaration

I \_\_\_\_\_ (print name) declare that:

I have read and understood this form, position description and have discussed the employment with Lyndoch Living Limited I understand the responsibilities and physical demands of the employment.

I acknowledge that I am required to disclose all pre-existing conditions which I believe may be affected by me undertaking the employment.

I acknowledge that failure to disclose the information or providing false and misleading information may result in invoking section 82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) which may disentitle me or my dependents from receiving any workers compensation or any pre-existing condition which I may have arising out of, in the course of, the employment.

Please delete whichever of the following statement is **NOT** applicable

I have suffered no prior injuries that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

**OR**

I have suffered the following conditions that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

**Please list details for all pre- existing conditions**

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I acknowledge and declare that the information provided in this form is true and correct in every particular.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Print name of Applicant

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Print name of Witness

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Office Use Only**

**Additional Comment/ Requisite Modifications**

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