



**MANAGER, WORKFORCE
& DEVELOPMENT**

JOB & PERSON SPECIFICATION

JULY 2010



ORGANISATION DESCRIPTION

Company overview

Established in 1935, Resthaven Inc is a public benevolent aged care community service of the Uniting Church in Australia. Resthaven offers a range of high quality, responsive community and residential care services for older South Australians.

Resthaven aims to enhance the quality of life for older people of all faiths and beliefs and with diverse cultural and economic backgrounds, through provision of residential and community care and support services, according to individual need and availability. Services extend from basic support at home to 24 hours a day, seven days a week, high dependency residential care and respite for carers.

Resthaven currently operates residential aged care facilities at nine locations offering accommodation to more than 1,000 older people in either independent living units, short term respite or high and low dependency residential care. Within the community, over 7,000 older people access a range of in home community care and support options to assist them to live at home independently. These include health and well being therapy services, in-home support, planned respite for carers, veteran specific services and assistance with care and housing. Community Services are offered throughout metropolitan Adelaide, the Adelaide Hills, Murraylands and across the Limestone Coast.

As a significant employer in the State, Resthaven employs over 1,450 staff and has over 400 volunteers providing additional support and assistance.

Statement of Purpose

Resthaven Inc provides outstanding care and support to older South Australians and their carers.

Resthaven Inc is a diverse community of people; residents, clients, staff, volunteers, families, friends and other stakeholders.

Values

- Respect
- Integrity
- Choice
- Individuality
- Independence
- Belonging
- Resourcefulness
- Safety and well being



JOB SPECIFICATION

POSITION: MANAGER, WORKFORCE & DEVELOPMENT

REPORTS TO: EXECUTIVE MANAGER, PEOPLE, CULTURE & RISK

DEPARTMENT: HUMAN RESOURCES

Job purpose

The Manager, Workforce & Development is an integral leadership role within the Human Resources Team and will be responsible for leading, developing, implementing and managing workforce policies, procedures, initiatives and administrative systems to ensure the organisation has a skilled, competent and responsive workforce, trained in best practice work procedures.

The Manager, Workforce & Development supports the people management functions by leading and directing a small team in the delivery of contemporary recruitment, selection, induction, training, development, learning and education, workforce planning, traineeships, and pre-employment requirements and administration for both the clinical and non-clinical workforce and volunteers.

Direct reports

- Recruitment Officer;
- Administration Assistant;
- Staff Training and Development Coordinator;
- Training Officers;
- Project Officer Dementia Services;
- Clerical and Cook Relievers.

Responsibilities and key result areas

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated.

Workforce planning

- contributing towards human resources and workforce strategic planning, whilst leading and coordinating the development, maintenance and review of the operational workforce plan, systems, frameworks, policies and processes to ensure a workforce with the appropriate skills and capabilities to meet Resthaven Inc's objectives and implementing strategies to address these requirements including skills profiling, workforce analysis, and career and succession planning;
 - providing focused leadership, management, coaching and mentoring to staff including effectively driving planning and undertaking regular performance reviews and ensuring that a culture of high level customer service is embedded in across the team;
-



JOB SPECIFICATION

- ensuring sound work practices for workforce planning exists including developing appropriate policies and procedures for use at the local site/service level;
- ensuring that Resthaven Inc meets all of its responsibilities under relevant legislation, regulations and Acts and meets its strategic objectives;
- providing advice and support to management on review, development and implementation of structural changes including highlighting areas for improvement and overall workforce planning including provision of business reports, financial costings and presentations;
- negotiating with external contractors and suppliers as required.

Recruitment and retention

- ensuring that all recruitment and talent management services are provided in a flexible and efficient manner aligned with and committed to achieving organisation and department objectives;
- managing the day-to-day workforce operations with overall responsibility for the recruitment and training services for all sites and the associated administration required including pre-employment screening, mandatory training requirements and registers, etc;
- implementing and managing the identified overseas nursing strategies and providing support to managers and employees across these matters;
- negotiating and implementing traineeship programs;
- providing timely and proactive advice and support to management when vacancies occur and assisting in the management of the recruitment, selection and induction activities in accordance with relevant legislation and policy.

Training and development

- responsible for the management and monitoring of the organisation-wide training and development plan for the clinical and non-clinical workforce including management of mandatory and non-mandatory training requirements;
- conducting needs and skills analysis, implementing and facilitating targeted, costed, identified training and development programs;
- ensuring the provisions under the human resources training budget are adequate, cost effective training and development options are explored and training and development undertaken is linked to corporate and business objectives and the performance management framework;
- managing all activities for training and development to ensure the development of high potential employees and a competent workforce;
- managing the corporate-wide performance management program including assisting with the coordination and administration of the annual performance management at site level;
- developing succession planning models;



JOB SPECIFICATION

- managing and coordinating the induction programs across the organisation including coaching and mentoring line managers in the delivery of induction and training programs.

HR administration

- managing the workforce budget within agreed parameters;
- providing high level HR reports, costs analysis, trend analysis, and formulating recommendations as required across the organisation to assist with strategic and operational planning.

Relationship building

- participating in in-house committees and working groups, and represent the organisation on external industry committees amongst other stakeholders in a positive manner;
- establishing professional networks internally and externally as directed for the development and maintenance of a positive culture of cooperation;
- marketing to management and staff the services that can be provided from HR and ensure effective relationships are maintained with other departments;
- ensuring the provision of high quality customer focussed services through regular consultation with key managers.

Occupational health, safety, welfare and injury management

- undertaking all duties in accordance with Resthaven Inc's Quality Management System, policies and procedures;
- participating in Resthaven Inc's Quality Management System and a commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis;
- maintaining a safe work environment in accordance with Resthaven Inc's Occupational Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work;
- assisting in the ongoing maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Occupational Health and Safety Policies and Procedures;
- participating in mandatory Health and Safety training sessions;
- identifying and reporting hazards in the workplace.



JOB SPECIFICATION

Privacy and confidentiality

- adhering to Resthaven Inc'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 Resthaven Inc is kept confidential including information relating to Resthaven Inc's :-
 - business or operational interests;
 - methodology and affairs;
 - financial information; and
 - anything else that is notified as being confidential.

Other duties as directed by the Executive Manager, People, Culture & Risk.

Specific requirements

- travel to other Resthaven Inc sites as required;
- work additional hours to meet deadlines and other requirements, no overtime will be paid;
- undergo a satisfactory police check, to be physically and mentally capable and report to work in a fit state to perform all duties;
- actively participating in performance reviews, performance development, training (including OHS&W and fire safety) and supervision opportunities;
- satisfy the requirements of key personnel as required under the Aged Care Act and Regulations.



PERSON SPECIFICATION

Educational/Vocational Qualifications

Tertiary qualification in human resources or related field is essential.

Experience/Ability

- demonstrated understanding of the rights and obligations of an employer in the management of human resources;
- management experience at senior level of major HR activities and within large organisations;
- experience in strategic and operational human resource management;
- experience in project management;
- experience in leading a team and supporting line managers in workforce management strategies;
- experience in budget formulation;
- experience in managing HRIS systems and generating detailed reports;
- ability to coordinate and manage simultaneously a range of activities;
- ability to influence through negotiation to achieve desired objectives;
- experience within the aged care sector/human/health services highly desirable.

Knowledge

- demonstrated knowledge, understanding and application of contemporary principles to education, training and development initiatives;
- high level knowledge of workforce management trends and human resource legislation;
- knowledge of aged care sector standards and legislation highly desirable.

Attributes/Skills and Abilities

- commitment to Resthaven Inc's values and vision;
- ability to generate encouragement and enthusiasm across a team;
- actively supports change;
- customer focused and able to understand all stakeholder needs including residents, volunteers and staff;
- continuous improvement focus;
- able to manage competing priorities;
- creates opportunities;
- demonstrates initiative;
- contributes to overall monitoring of quality and standards;
- high level problem solving skills and analytical abilities – able to weigh alternatives and make recommendations or devise plans;
- high level negotiation skills, able to manage multi-party negotiations;
- exceptional communication skills both written and oral;
- commercial acumen;
- high level organisational abilities;
- high level proficiency across Microsoft suite of packages.



HOW TO APPLY

Applications should be forwarded to Heidi Jones by e-mail 12716@hender.com.au

Telephone enquiries may be directed to Heidi on (08) 8100 8807 or to Julie Fleet on (08) 8100 8806.

Please Note

Your application will be automatically acknowledged by a return e-mail.