



Position Title:	People and Culture Business Partner
Supervisor:	Manager - People and Culture
Classification Level:	Administration Grade 5
Salary Range:	Admin 5.1 – 5.4 Base Salary \$78,780 – \$86,585 Total Salary \$87,855 – \$96,559 (Note: Total salary includes leave loading and superannuation)
Location	Binyolkga centre, Knuckey St, Darwin
Date Created:	April 2021

### SUMMARY OF THE POSITION

The People and Culture Business Partner will play a key role in supporting business performance improvement acting as the focal point for all people related matters for their assigned portfolio areas and will, under the guidance of the Manager – People and Culture, support these areas across all HR strategic, advisory and operational services.

This role has a HR generalist focus managing people-related activities across the employee life cycle, working closely with Clinic Managers / Team Leaders and their teams to implement effective people management practices, providing positive, proactive and high level HR advice and support.

### OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT

#### Background

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural, and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

#### Position Context

The People and Culture Business Partner is a member of the broader People, Culture Education Division, which is comprised of three functional areas – People & Culture, Learning and Development and Training Services. Reporting to the Manager – People, Culture & Education, the People and Culture Business Partner, of which there are two, is responsible for a number of assigned portfolio areas.

The portfolio areas are Operations, Clinical Governance, Business Development, Corporate Services and Information, Communication and Technology.

The portfolio areas are divided and assigned to the People and Culture Business Partners, who strategically partner with people leaders in their areas to provide expert guidance and coaching on all aspects of people related matters (HR). The People and Culture Business Partner will be the primary contact for employees and managers/team leaders within their portfolio areas for all employment related queries.

The People & Culture Business Partner will assess and anticipate people-related needs and is integral to supporting and building the capability of managers to enhance the performance, culture and capability within their teams, through the provision of expert coaching in policy, processes and performance.

## PRIMARY RESPONSIBILITIES:

### Strategic Imperatives

- Awareness and understanding of DDHS strategic plan.
- Sound understanding of the DDHS business and business priorities.
- Contribute to and actively implement strategies designed to meet organisational objectives.
- Contribute to the development and implementation of the People and Culture strategy ensuring alignment with the DDHS strategic plan
- Contribute to the development and implementation of functional policy frameworks for People and Culture, creating underlying procedures and monitoring their implementation within the assigned portfolio areas.
- provide strategic and value-adding reporting, data analysis and trends reporting to the Manager – People and Culture to enable strong and informed decision making across DDHS.

### People and Culture Services

Under guidance from the Manager, for the assigned portfolio areas:

- Provide the day-to-day operations of the People and Culture function to ensure the provision of quality, timely and consistent HR advice and services including but not limited to recruitment, selection and staff orientation; engagement surveys; organisational culture sensing; organisational change; employee entitlements, performance management, team building and workforce development.
- Work with Clinic Managers / Team Leaders to ensure the effective implementation and management of Human Resources policies, practices, and procedures that provide an optimal working environment and promotes a culture of excellence and performance.
- Support and guide Managers / Team Leaders to undertake consistent and appropriate performance management processes to promote a high performance culture and manage under performance.
- Adopting a business partnering approach, provide HR strategic, advisory and operational support to managers and employees across the employment life cycle including:
  - Oversee / drive the recruitment process, supporting people leaders to proactively recruit and appoint high-calibre staff with good fit, with a focus on candidate experience.
  - Support the people leaders and employees in the interpretation and adherence to the relevant industrial instrument/s, DDHS policies, procedures and processes, and best practice.
  - Ensure all compliance requirements are met during onboarding and maintained for all employees within the assigned portfolio areas.
  - Oversee the onboarding process, supporting people leaders in effectively inducting and orienting new employees, as well as guiding the probationary review process.
  - Manage the contracting process, including employment agreements, individual flexibility agreements, employment variations, employee leave, remuneration and other related employment terms and conditions.
  - Manage the offboarding process, including exit survey and exit interview data analysis, and work with the People and Culture team to develop and implement improvement strategies.
- Role model and champion DDHS's values and expected behaviours, as well as promoting continuous improvement, diversity and inclusion.

### Client Focussed Service Delivery

- Attend locations/clinics relevant to the assigned portfolio areas to ensure a sound understanding of the business and operational requirements of the portfolio and ensure collaborative working relationships to support effective people and culture practices.
- Develop and maintain highly effective relationships with the designated portfolio areas' people leaders, establishing a reputation for being a trusted advisor and business partner.
- Exercise initiative / sound judgement and respond to queries in a timely and professional manner.
- Actively monitor and action (where required) the HR email correspondence relevant to designated portfolio areas'.

### Reporting and Information Management

- On a monthly basis, provide the Managers / Team Leaders with relevant HR data and analytics to support and inform decision making.
- Maintain HRM Recruitment Portal and coordinate recruitment adhering to the policy and processes and liaise with the recruitment panel on the conditions of the vacancy.
- Maintain the HR Information System and ensure accurate and confidential collection, storage, and distribution of HR information as required including workforce demographics, staff reviews etc.
- Comply with DDHS Privacy and Confidentiality of Health Information Policy.
- Ensure all documentation, records management and the HRIS database are maintained and completed in accordance with established standards, policies, and protocols.

## **Performance**

- Assist the Manager – People and Culture in the timely communication of People and Culture information to assigned portfolio areas.
- Prepare and present regular reports (as required) to support the implementation of the People and Culture KPIs and complete projects assigned as part of the process.
- Contribute to the development and implementation of performance management policies and practices at all levels of the organisation that align individual performance/behaviour to DDHS's strategic imperatives.
- Contribute to the development and review of new existing people-related policies, procedures, practices and processes, ensuring alignment to legislative requirements and best practice.
- Participate in cross-cultural education as well as assist and participate in staff induction.
- Be responsible for your professional development by attending relevant workshops and in-services trainings and self-auditing to maintain professional development (CPD) as required.

## **Communication and Teamwork**

- Build and drive successful relationships across the assigned portfolio areas while actively promoting a positive and consultative HR style to people leaders and employees of your portfolio's areas.
- Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management, and clients.
- Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of DDHS' code of conduct. (Actively model DDHS' Code of Conduct Policy always)
- Represent DDHS in a variety of settings ensuring the organisation's brand is protected and enhanced.
- Contribute to the efficient and effective functioning of the workplace to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, modelling, and demonstrating constructive working relationships and information exchange within the team and across the organisation.
- Maintain professional work ethics; chair and / or participate in staff meetings as appropriate.

## **Safe Practice Environment**

- Conduct all activities in a manner consistent with DDHS Occupational (Work) Health and Safety Policy and procedures.
- Regularly monitor and review practices and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements.
- Contribute to the development and implementation of Workplace Health & Safety policies and practices at all levels of the organisation.

## **Service Quality and Continuous Improvement**

- Actively monitor and report to the People and Culture team relevant HR data analytics relevant to the portfolio areas and work with the team to develop and implement initiatives and strategies to improve.
- Identify and make recommendations on opportunities to improve processes, quality, and service delivery outcomes.
- Actively participate in DDHS' Continuous Quality Improvement (CQI) processes to ensure improved quality and service delivery outcomes.
- Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

## **Organisational Responsibilities**

- Adhere to all organisational policies, procedures, standards, and practices.
- Ensure data, reporting and compliance obligations for services are met.
- Act only in ways that advance DDHS objectives, values, and reputation.
- Act with honesty, integrity, and good faith always
- Other duties as required, consistent with skills and experience, as directed by the Supervisor.

## SELECTION CRITERIA:

### Essential:

1. Relevant qualifications in Human Resources or equivalent demonstrated experience
2. Demonstrated knowledge of contemporary human resources management principles and practices and employee relations legislation with proven experience in delivering HR services.
3. High level problem solving skills and ability to connect business challenges to relevant activities and outcomes
4. Ability to obtain and analyse workforce data and provide targeted advice contextualised to DDHS
5. Proven track record in developing and maintaining productive and collaborative relationships and partnerships with stakeholders including the ability to work with people from diverse cultural backgrounds and multi-disciplinary teams.
6. High level communication, stakeholder management, and ability to deal effectively with resistance
7. Proven ability in preparing a range of quality documentation including contracts, reports, letters, policy, and procedures.
8. Proven ability to operate at a tactical and strategic level
9. Sound organisational skills and demonstrated competency in HR Software's & Databases.

### Desirable:

1. Membership of the Australian Human Resource Institute

### Appointment Factors: (Appointment is subject to)

2. Willing to undergo a Police Check;
3. Ability to obtain a Working with Children Clearance (Ochre Card);
4. Current driver's licence;
5. Current First Aid and/or CPR certificate or the preparedness to gain one, and

### Approved:

**Olga Havnen**

**Chief Executive Officer**

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Created / Reviewed by:	Approved	Changes
Manager – People and Culture, May 2021	Head of Operations	Position created per review of People and Culture