

Position Description

Position Identification			
Position Title:	Human Resources Business Partner – Client Services		
HRIS Position Number:	XXX	Effective Date:	08 March 2025
Location:	All Holstep Health sites as required		
Scope of Practice:	Not applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification <small>*For HR use only</small>	Merri Health Enterprise Agreement 2021 <ul style="list-style-type: none"> Management and Admin Officer Grade 5 <i>Note: this may be translated to a new grade in the Merri Health Enterprise Agreement 2024 once approved</i>		
Organisational Context			
Divisional:	Corporate Services		
Program:	People and Culture	Unit:	NA
Reporting Line:	Manager – People and Culture (P&C)		
Position Summary			
<p>Reporting to the Manager People and Culture , the Human Resource Business Partner (HRBP) Client Services, is responsible for the provision of highly effective HR leadership, guidance, management, coaching and support to the Client Services Executive and Senior Leadership Group and the Divisional workforce across all people aspects both strategic and operational, and working closely with the People and Culture (P&C) Team and other leaders on organisational-wide responsibilities.</p> <p>In partnership with the business the P&C Team is responsible for continuing to develop a positive organisational culture, aligned to our values and which fosters accountability, innovation and continuous improvement</p> <p>A priority for the functional area is to ensure that transition within Holstep Health occurs both logically, effectively and efficiently with minimised industrial implications, being a key enabler in supporting the delivery of services. The role will work collaboratively with all other areas of the business.</p>			
Position Accountabilities			
Responsibilities	HR Business Partner – Experience <ul style="list-style-type: none"> Develop and implement annual plan for HR Service Delivery which reflects the Group HR strategic and operational plans and the needs of the Service Delivery Division’s. Develop strong understanding of stakeholder needs and ensure HR strategies meet those needs. Provide timely and expert HR advice, support and consultancy to the Client Services Leadership Group and employees in workforce planning, job design, recruitment, employee relations, performance management, remuneration and benefits, conflict resolution, change management and diversity and lead these initiatives where required. Ensure the organisation is compliant and has a sound understanding of the legislation, policies, processes and authorities. Lead the investigation and resolution of grievances and performance issues as required by the Client Services Division’s. Design and implement initiatives to develop culture aligned with organisational needs and increase the engagement of employees within the Client Services Division’s, including survey action plans. 		

Position Description

	<ul style="list-style-type: none"> • Develop and implement key change management strategies and services to improve staff and business performance and to develop a positive organisational culture. • Take a lead role in organisational compliance with all legal and government requirements including workplace health and safety, anti-discrimination, equal employment opportunity, national employment standards, fair work and applicable industrial instruments. • Develop and ensure successful implementation of people and culture policies, procedures, and processes ensuring that they are legislatively compliant and reflective of current best. • Research, recommend and implement approved best practice P&C Projects that are innovative and meet the objectives of the Strategic Plan. • Represent at committees, internal and external meetings including industrial organisations, including Fair Work Commission, Human Rights and Equal Opportunity Commission, union/s other bodies. • Attend Reconciliation Action Plan (RAP) Committee Meetings and undertake any resulting tasks. • Contribute to Holstep Health workplace culture through the development, review and promotion of Core Values, Capability Matrix and Code of Conduct. • Undertake other duties as reasonably directed by the Manager People and Culture in line with the incumbent’s skill and experience. • Other duties as directed by the Executive Group and Senior Leadership Group. <p>Employee and Industrial Relations</p> <ul style="list-style-type: none"> • Provide People Leaders with comprehensive, professional HR advice including award and contractual interpretation. • Ensure compliance to all relevant industrial relations laws. • Within the Client Services Directorate, determine and recommend employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale, motivation, engagement and capacity to implement change. <p>Integration and Transformation Responsibilities</p> <ul style="list-style-type: none"> • Actively participate as a key enabler in the operational planning, development, and implementation of delivery roadmap for transformation of people related policies, systems, and processes. • Identify and assess potential risks related to workforce integration, such as cultural differences, employee benefits, and compensation structures. • Ensure Holstep Health is compliant with all legal and regulatory industrial requirements through integration and transformation to minimise risk and maintain stability.
<p>Safety and Risk</p>	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none"> • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with OHS Frameworks. • The incumbent must champion continuous improvement of OHS practices. <p>Physical Inherent Requirements (PIR)</p> <ul style="list-style-type: none"> • Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions.

Position Description

	<ul style="list-style-type: none"> • Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes. • Sound upper limb joints, with the ability to withstand repetitive upper limb activity. • May be required to occasionally lift and carry items weighing up to 10kgs. <p>Quality & Risk</p> <ul style="list-style-type: none"> • Assessing, monitoring and reviewing emerging risks. • Identify and analyse risk against the corporate risk framework and appetite – understand where major areas of risk exist and ensure level of acceptable risk exposure according to the corporate risk appetite. • Supporting risk management framework across Holstep Health. • Understand and implement accreditation standards that apply to team and organisation. • Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements. • Assist with the development, review and implementation of policies and procedures and support staff to understand and apply them. <p><i>Holstep Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the LGBTIQ+ community and those living with a disability to join our workforce.</i></p>
<p>Capabilities</p>	<p>All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within {new organisations}'s Capability Matrix.</p>
<p>Key selection criteria</p>	
<p>Essential</p>	<ul style="list-style-type: none"> • Minimum five (5) years' experience in a similar HRBP/management role. • Advanced understanding of industrial legislation and ability to manage change within a complex and challenging IR environment. • Strong communication skills with a proven ability to positively influence through effective mediation, facilitation and negotiation. • Demonstrated effective skills in communication, team building and conflict resolution. • High quality analytical, oral and written communication and interpersonal skills; and the ability to liaise with staff in a multi-disciplinary setting. • Excellent interpersonal and relationship building capacity with the ability to sustain relationships and build cooperation. • Demonstrated understanding of and alignment with the values that underpin the organisation and the capacity to take a leadership role in promoting these throughout Holstep Health. • A core commitment to act respectfully with fairness, integrity and transparency in serving the best interests of all stakeholders. • Forward thinking and proactive leadership that leads by example and empowers teams and individual staff to create and drive innovation.

Position Description

	<ul style="list-style-type: none"> Ability to work collaboratively with senior leaders through open communication and shared decision making and accountability.
Desirable	<ul style="list-style-type: none"> Demonstrated knowledge of community health and primary health care services. Advanced project management experience across various people related projects. Ability to establish standards, guidelines and principles in relation to the responsibilities of the position. Demonstrated computer information communication technology skills and ability to use a variety of software.
Checks, Licences and Registration	<ul style="list-style-type: none"> National Police check Evidence of rights to work within Australia Working with Children check Key Personnel Aged Care Compliance Current full or probationary drivers licence Immunisation Category C