



**Riverview**  
Lutheran Rest Home Inc

## **Job and Person Specification**

### **People and Culture Manager**

**August 2024**

*Organisational Overview:*

Riverview Lutheran Rest Home Inc. is a Not-for-Profit 60 Bed Residential Aged Care Facility comprising of 40 Aged Care beds and a purpose built 20 bed specialised Memory Support Unit. 12 Independent Living Units and 13 Serviced Apartments are also located on-site. Riverview's Mission is to provide care, services, and accommodation to enrich the lives of older people, and strengthen the Riverland community. Through our Values of Care, Integrity, Quality, Compassion, Kindness, Love, Patience and Respect, we strive for "Excellence in Christian Care".

# JOB & PERSON SPECIFICATION

POSITION:	PEOPLE AND CULTURE MANAGER
TYPE OF EMPLOYMENT:	FULL TIME
REPORTS TO:	CHIEF EXECUTIVE OFFICER
RESPONSIBLE FOR SUPERVISING:	N/A

## **Position Overview:**

*The People and Culture Manager (PCM) is responsible for the Human Resource and Industrial Relations function of all Riverview employees overseeing, developing, recommending and implementing HR and IR policies and procedures to drive strong organisational culture and high employee satisfaction, whilst meeting legislative requirements. The People and Culture Manager will work closely with the CEO, Clinical Care Manager, General Services Manager and Finance Officer in performing their role and will be the organisations return to work co-ordinator.*

## **Qualifications and Requirements:**

### **Essential**

- Human Resource Management Qualifications and/or experience
- Knowledge and understanding of the National Employment Standards
- Holds and maintains satisfactory police check no more than 3 years' old

### **Desirable**

- Experience in managing Human Resources in a small/medium sized enterprise that operates in a high risk, highly governed industry
- Trained return to work co-ordinator (if not already held must be willing to undertake)
- Experience in developing and implementing HR policies to enhance organisational culture

## **Key Job Responsibilities:**

- Monitor employment legislation to ensure that Riverview Human Resource policies and procedures are legislatively compliant, and updated as required
- Ensure that Riverview Employment contracts comply with National Employment Standards, Riverview Lutheran Rest Home Inc Enterprise Agreement and the Aged Care Award
- Keep up to date with contemporary HR and Industrial Relations issues and changing legislative requirements
- Identify HR issues/opportunities within the organisation, develop solutions, develop for recommendation to the CEO and CCM policy and procedure changes to address these HR issues/opportunities

- Workforce Strategy implementation, develop, regularly review and keep up to date with changing industry/organisation needs to ensure an adequately skilled and qualified workforce that meets care requirements
- Implement strategies for supporting and maintaining a satisfied and psychologically safe workforce
- Identify opportunities for enhancing the culture of the organisation, for Staff to feel valued, and for potential and existing employees to view Riverview as an employer of choice, working with the CEO and CCM to implement and monitor such initiatives.
- Employee Value proposition, build, maintain and communicate to existing and potential staff
- Management of staff incidents and near misses, follow up with staff member personally, document in Lee Care incident management system and report monthly, recommending improvements to policies and procedures, new equipment etc to reduce the risk of reoccurrence
- Manage the Riverview Early Intervention/Physio Recovery Program
- Manage all processes and meetings required to meet the legislation and personnel requirements of Return to Work Claims/Plans
- The person employed in this position is the organisations Return to Work Coordinator
- Works with the Clinical Care Manager, Head Chef and Cleaning/Laundry Co-ordinator on Leave planning to ensure adequate staffing is always maintained and leave is distributed evenly throughout the year.
- Monitor unplanned absences and address according to Riverview policy
- Develop policy/procedure/programs aimed at reducing unplanned leave
- Ensure that Riverview Performance Management and disciplinary action procedures comply with Fairwork requirements
- Support and provide advice to the CEO, Clinical Care Manager and any other line Manager on performance management and disciplinary action procedures, following Riverview policies and procedures, documentation of process followed, development of performance management plans and follow up as required
- Liaise with external HR consultants for specialist advice as required
- Responsible for the recruitment process for new Riverview staff, maintaining clear recruitment procedures and ensuring a transparent and consistent process is followed and reviewed as necessary
- Liaise with Department Managers to determine staffing requirements, assist with the development/review of Job and Person Specifications as required, draft and place advertisements for recruitment, Coordinate interview and participate as an interview panel member with the relevant Department Manager, conduct reference checks, criminal screening, check banned worker list, process and notify successful and unsuccessful candidates
- Monitor new and existing staff Visa requirements and ensure Riverview obligations are met
- Ensure all information in staff handbook, induction and orientation packs is relevant, informative, up to date and meet legislative requirements
- Conduct informative orientation for new staff members and ensure all required paperwork and data entry into organisational systems (Lee Care & Altura/Bridge & Inerva Rostering) is complete, all forms should be developed and maintained on Lee Care, and ensure onboarding education is completed
- Preparation of Contracts of Employment, Contract variations and Individual Flexibility Agreements
- Assist CEO with Enterprise Agreement updating as required
- Manage the facility appraisal process ensuring that all staff appraisals are conducted annually, and probation reviews are conducted prior to expiration of probation period by line managers
- Ensure Police Checks/NDIS worker screenings for new and existing employees are current, issue reminder of expiry in a timeframe sufficient for staff to obtain new checks prior to expiry
- Manage and record employee registrations and qualifications, ensuring that all employees have the necessary registrations, qualifications and screenings to complete their role
- Work with the Clinical Care Manager to plan and organise the education calendar for staff, manage the issue of education in the Altura (bridge) online learning platform, monitor and record completion and issue reminders, or follow performance management pathway for incomplete education to ensure that all organisational mandatory training is conducted within legislative timeframes and up to date,

- Arrange onsite training as per Education Plan/Calendar (i.e. Manual Handling, Fire & Emergency)
- Undertake regular reviews of the training system and implement improvements as identified
- Work with the Riverview Management team to promote and develop a culture within Riverview that reflects the organisations values and code of conduct.
- Conduct annual staff surveys and work with Management team to explore results and implement change
- Develop, Issue and compile staff exit surveys, using as an opportunity for continuous improvement
- Creation, data entry and publishing of Rosters in Inerva developed in consultation with Department Managers, that deploys the number and mix of workers to enable the delivery and management of quality care and services
- Responsibility for entry of daily shift changes, covering and updating of shifts in Inerva
- Refer leave requests to Department Managers for approval
- Covering leave, this may be completed with assistance from Department Managers/admin staff
- Contracting of Permanent shifts in consultation with Department Managers
- Management of student work placements, liaise with Education Institution, ensure all required paperwork, police checks/NDIS clearance are obtained, and student is orientated prior to commencement
- Liaise with local RTOs, High Schools and Regional Industry Engagement Consultant to develop/support programs to promote aged care as a place of work
- Assistance with any other Strategic, Operational or Managerial matters as directed by the CEO.

***Essential Ongoing Responsibilities:***

- Able to accept responsibility and accountability for actions
- Undertake continued professional development to enhance HR and Leadership skills
- Display a respectful and considerate attitude to subordinates, peers, superiors and the public always
- Be familiar with and conform to the requirements of local, state and Commonwealth Health Acts and Fair work Australia legislation and regulations
- Know and operate within the policies and procedures, and quality assurance and occupational health, safety, and welfare practices of the organisation
- Operate within the Riverview Values of Care, Integrity, Quality, Compassion, Kindness, Love, Patience and Respect

***Essential Person Specification Criteria:***

- Attention to detail
- Team Player with ability to work well with others
- High level of verbal and written communication skills
- Ability to understand, interpret and ensure compliance with legislation
- Self-starter who is motivated and proactive and has excellent time management skills
- Uses initiative to identify opportunities and issues and can develop and implement plans and solutions
- Task orientated with the ability to maintain focus
- Sense of loyalty and commitment
- Excellent organisation skills
- Ability to compile and present information in a timely and analytical manner



**Acknowledgement**

I, \_\_\_\_\_ acknowledge that I have read and understood the requirements of my position and have been given a copy.

SIGNED: \_\_\_\_\_

Employee's Signature

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

\_\_\_\_\_

Manager's Signature

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