

## Position Description

*Private and Confidential*

Workplace Relations Manager

## The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill], Translinc [Central West NSW], Nambucca Valley Phoenix, Open Arms Care [Mid North Coast NSW] and Leapfrog Ability [Hunter NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

**Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.**

### Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

## The Position

<b>Position title:</b>	Workplace Relations Manager
<b>Location:</b>	Orange
<b>Job Type:</b>	Permanent Full-time
<b>Reports to:</b>	General Manager People & Culture
<b>Direct reports:</b>	NIL

## Service Description

The LiveBetter People & Culture team is responsible for the strategic and operational delivery of People & Culture functions across the whole organisation. The team is dedicated to providing a high level of customer service and support to all stakeholders. The team delivers operational services and provides business partnering, leadership and advice across all People & Culture functions including WH&S, Payroll, Learning & Development, recruitment, onboarding, industrial relations and all other related people matters that impact our organisation

## Key Responsibilities

The Workplace Relations Manager is responsible for the provision of leadership and high-level advice on employee and industrial relations services and related activities and matters for LiveBetter. The position manages the employee management and industrial relations functions for LiveBetter in relation to investigations, communication and legal matters within relevant statutory and government policy requirements and in line with the values and objectives of LiveBetter.

Core responsibilities for this position include:

- Be available as the point of expertise for employee and industrial relations issues arising which may involve issues with a potentially broader organisational impact.
- Manage the employee management and industrial relations function in relation to high level investigations, communication and legislative compliance in consultation with the General Manager People & Culture.
- Contribute to the development of broad workforce strategy, policy and decision making to ensure that employee and industrial relations is responsive to business needs.
- Promote approved LiveBetter employee and industrial relations policies, practices and procedures to ensure recognition and acceptance of these as a line management responsibility and therefore facilitate their implementation at all levels.
- Develop and manage networks internally and externally to manage industrial relations functions and effective union/association consultation and relationships.
- Developing an understanding and acceptance by managers of their employee and industrial relations accountabilities and assisting and developing them to exercise the authority, skill, knowledge and experience necessary to fulfil them.
- Effectively manage all employment related tribunal cases for LiveBetter and work with retained or contracted legal teams protecting the reputation of LiveBetter.
- As a member of the P&C team contribute to the objectives and strategic direction of the P&C Unit.

## Risk

Managers must ensure that the Risk Management Policy and Strategy are being effectively implemented within their areas of responsibility and determine whether to accept or further treat risks that are assessed as medium.

## Person Specification

- Relevant tertiary qualifications or equivalent and extensive professional experience in employee and industrial relations management functions in a large organisation which will include a sound knowledge of the legislative and regulative requirements relating to human resources and ER/IR management in the Community Services sector.
- A track record of delivery in the areas of planning and delivering of employee relations initiatives and ability to lead, motivate and gain the commitment of others in achieving an employee and industrial relations focus responsive to contemporary issues.
- Extensive experience in providing expert technical and specialised strategic ER/IR advice and consultancy services at a senior level.
- Well-developed analytical skills and demonstrated ability to make complex judgement and initiatives in regard to workforce and ER/IR services and planning.
- Ability to train and develop employees and line managers to improve workforce capability.
- Demonstrable experience of managing highly contentious people issues effectively together with strong inter-personal and communication skills.
- Demonstrated ability to build productive relationships and liaise, advise and negotiate effectively with key stakeholders including management, staff, industrial organisations, other industry bodies and external agencies.
- Ability and demonstrated experience, or capacity, in representing organisations in legal and industrial relations tribunals and hearings.
- Current Australian Driver's licence with the ability to travel if required.

## Other requirements

- Pass a National Criminal History Check, Working with Children Check and a pre-employment medical assessment (including drug and alcohol screening).
- Advise in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
- Ability to be flexible with work hours to meet reasonable demands of the position.
- Ensure compliance with all policies and procedures.
- Ability to travel to other LiveBetter locations as required

## Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			