

## Position Description – Human Resources Manager

### Core Detail

<b>Title</b>	Human Resources Manager
<b>Objective</b>	To optimise the recruitment and performance of employees across TriCare.
<b>Role</b>	To manage TriCare Limited's end-to-end human resources, including: industrial relations; performance management; and training.
<b>Competency</b>	Advanced human resources technical skills combined with exceptional people and communication skills.

### Position Parameters

<b>Employment</b>	Full time, 4 year fixed term contract
<b>Reporting to</b>	TriCare Limited Board of Directors or their nominated representative
<b>Staff directly supervising</b>	Recruitment Specialist and Learning & Development Advisor
<b>Working hours</b>	Monday to Friday, from 8:30am to 5:00pm
<b>Location</b>	TriCare Head Office, 250 Newnham Road, Mount Gravatt, Qld

### Detailed Description of the Position

<b>Human Resource Management</b>	<ul style="list-style-type: none"> <li>• To be directed by the Board, Aged Care Manager or Retirement Living Manager in connection with all human resource work, including:             <ul style="list-style-type: none"> <li>➢ performance management, disciplinary matters, terminations, grievances, conflict resolution, appeals, orientation, probation and other matters.</li> <li>➢ adequate regular reporting on all aspects of human resource performance and workforce management to the Directors in making informed employment related decisions.</li> <li>➢ responsibility for overseeing external requests for past and existing employee information/records within legislative requirements.</li> <li>➢ ensuring appropriate governance is in place at all Aged Care Residences and Retirement Villages relating to human resources policies and procedures.</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>➤ ensuring key reporting and other deadlines are met.</li> <li>➤ administering human resources policies and procedures (including Employee Handbooks) to TriCare Limited staff.</li> <li>• Develop and implement human resource initiatives that are closely aligned with the commercial focus of the Board and Aged Care Manager.</li> </ul>
<b>Recruitment</b>	<ul style="list-style-type: none"> <li>• Assist in the recruitment and interviewing of all employees at Head Office, Facility Managers at Aged Care Residences and Village Manager at Retirement Villages</li> <li>• In conjunction with the Recruitment Specialist, implement and maintain a cost-effective recruitment programme</li> <li>• In conjunction with the WHS Advisor, ensure the effective application of pre-employment medical testing meet TriCare's self-insurance requirements</li> </ul>
<b>Industrial Relations</b>	<ul style="list-style-type: none"> <li>• advise on and implement TriCare's Industrial Relations policy and procedures</li> <li>• responsible for ensuring TriCare is operating in accordance with any relevant Modern Award or Industrial agreement.</li> <li>• advise the business on implications of any industrial matter and/or action, act on behalf of TriCare in any industrial dispute.</li> <li>• provide award interpretation advice and oversight to the Department within TriCare and manage an annual external audit of payroll process, practice and award interpretation.</li> </ul>
<b>Learning and Development</b>	<ul style="list-style-type: none"> <li>• In consultation with the Learning and Development Advisor: <ul style="list-style-type: none"> <li>➤ manage effective, consistent and targeted training and development to ensure TriCare complies with its statutory requirements</li> <li>➤ implement and maintain a training record database.</li> <li>➤ to ensure Government funded training initiatives are maximised where beneficial to TriCare and its employees.</li> </ul> </li> </ul>

## Skills and Knowledge

- Well-developed knowledge and understanding of employment frameworks e.g. industrial legislation (Fair Work Act 2009 and other related workplace legislation), modern awards, enterprise agreements and HR practices with a 'hands on' approach.
- Excellent oral and written communication skills with ability to deliver presentations to management and staff.

- Ability to prepare well researched, clearly presented reports and submissions.
- Ability to coach and develop HR knowledge in TriCare Managers
- Ability to make accurate assessments and judgements of candidates and staff.

### Personal/Other Attributes

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- A practical problem solver.
- Highly driven to achieve positive commercial outcomes for organisation.
- Able to accept accountability and responsibility for the role and its outcomes.
- Able to meet deadlines and work under pressure.
- Flexible approach to working hours.
- Willingness to travel to TriCare business sites

### Experience

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- Demonstrated capabilities in performance management.
- Previous experience with multi sited payroll and award interpretation.

### Work Health and Safety

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The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.