



The *Warrigal* Way

# Position Description

- Position/Title:** Executive Leader - People and Culture
- Locations:** Support Services (Administration)
- Agreement:** Warrigal & Health Services Union NSW/ACT Branch Support Services Enterprise Agreement 2017
- Responsible to:** CEO
- Direct Reports:** Organisational Development  
Education & development  
Culture Coordination  
Employee Relations  
Human Resources  
Volunteers Coordination  
Work, Health and Safety (to be decided)

**Function:**

The function of this role is to enable Warrigal to achieve its vision for older people by effectively managing the organisation's innovative practices and its excellent people assets who use TheWarrigalWay to deliver the best fit managers, staff and volunteers in the right place at the right time.

This is a new role and will bring together various people management functions from across various Support Services into a cohesive People and Culture Team that delivers innovative and effective services to their internal customers, primarily the middle and senior managers of Warrigal's operational integrated service communities. The first 12 months will deliver the EBA harmonization projects and prepare for a new EBA in 2020, the delivery of recruitment targets for existing and new services and the implementation of culture program outcomes that deliver innovative care efficiency ratios for staff and volunteers.



## Workplace culture “The Warrigal Way”

Behaviour 1

**My decisions, Warrigal's financial future**

Behaviour 2

**My actions encourage people to choose Warrigal**

Behaviour 3

**Our work, my responsibility**

### Essential Criteria:

1. Tertiary qualifications in Human Resources or another related discipline.
2. Demonstrated success in overseeing a range of innovative people management products and services across OD, T&D, HR, ER, and WH&S in a values based human service environment.
3. Demonstrated leadership experience in implementing culture improvement behaviours and managing the inherent tensions with an innovative business strategy in a compliance operating context.
4. Exceptional relationship management and project management skills that develop high levels of community and employee engagement so that people related projects can be delivered for the organisation's strategic goals.
5. Adept experience in recruitment and retention strategies, change management, quality people systems and implementation of people driven outcomes.
6. Capacity to develop and implement new models of employment in a traditional industrial operating environment.
7. Experience at a senior level in a large organisation across multiple workplace locations.
8. An exceptional executive known for both their outstanding character and high levels of competence.

### Key Responsibilities:

Key Responsibilities	Indicators of Performance
Operational Management	<ol style="list-style-type: none"><li>1. Various HR functions are working collaboratively as a team.</li><li>2. The resources are delivering the key priorities of the Executive Team esp recruitment and retention targets</li><li>3. The people related KPIs of the Balanced Score Card, including unplanned leave, turnover, LTI, culture, labour cost ratios, etc, are trending positively to achieve their target results within the timeframe.</li></ol>
Project Management	<ol style="list-style-type: none"><li>1. The HR transformation projects are delivered on time, at cost, and at an acceptable quality as determined by the project's customers.</li><li>2. New HR projects are developed using the Warrigal Project Management Framework and demonstrate measureable value for the organisation.</li></ol>

People Leadership	<ol style="list-style-type: none"> <li>1. The organisation is able to deliver on its promises to customers through the demonstrated behaviours of its staff and volunteers with respect to the organisation's values, code of conduct, signature behaviours, and philosophy.</li> <li>2. The person models the kind of management participation, staff leadership, and other interpersonal relationships that all managers and volunteers could aspire to and create positive employee relations environments.</li> <li>3. The person is able to create a competent and wise management team by implementing Warrigal's Leadership Development Program.</li> </ol>
Financial	<ol style="list-style-type: none"> <li>1. Effectively participates in the organisation's budget development process and operates within the financial and other resources allocated to the role and all the functions with the team.</li> <li>2. Actively pursues the business and care efficiency projects that the workforce needs to deliver better and more cost effective solutions for customers.</li> <li>3. Ensures the innovative and technology systems being developed or implemented by Warrigal are embraced by staff to maximise the benefits.</li> </ol>
Customer Service	<ol style="list-style-type: none"> <li>1. Provides efficient, friendly and professional service to all internal and external stakeholders.</li> <li>2. Drives a culture of exceptional customer service across the P&amp;C team.</li> <li>3. Takes accountability for the overall service satisfaction levels and the quality of customer service provided.</li> <li>4. Leads by example when attending to customer requests.</li> </ol>
Quality and continuous improvement	<ol style="list-style-type: none"> <li>1. Assists in the development, implementation and maintenance of Warrigal's quality systems and advocates for the people related factors to be considered.</li> <li>2. Actively promotes a culture of continuous improvement and improves productivity through participating in benchmarking projects and striving for best practice.</li> <li>3. Adopts people management practices from inside and outside the aged care and retirement living sector.</li> <li>4. Undertakes ongoing reviews and -streamlining of key processes associated with HR service delivery.</li> </ol>
Strategic Partnerships	<ol style="list-style-type: none"> <li>1. Maintains industry networks and local knowledge of the community and identifies opportunities for useful partnership development such as ACSA, IWAG.</li> <li>2. Participates in cross-program working groups to develop and share knowledge and expertise so that Warrigal strategic initiatives are achieved..</li> <li>3. Explores and encourages opportunities to engage with the local community about volunteering and staffing.</li> </ol>
Compliance	<ol style="list-style-type: none"> <li>1. Works closely with the ELSIC, OQACM and Executive Team to ensure compliance with accreditation standards, legislation requirements and Warrigal policies and procedures.</li> </ol>

## Working Relationships:

Internal	External
CEO Executive Leaders Support Services Managers Support Services Staff Operational Managers	External Training Providers Contractors and Suppliers Consultants Industry bodies Professional associations and unions

## Standard safety obligations (AS4801)

### Workplace Health & Safety (WH&S) Responsibilities:

- Take reasonable care for the health and safety of yourself and other persons in the workplace.
- Observe the WH&S policies and procedures of Warrigal at all times.
- Report incidents, accidents and near misses in the workplace.
- Identify hazards in the workplace and contribute to their elimination.
- Actively support the operation of the WH&S Committee.
- Participate co-operatively in return to work and injury management programs.

### WHS Key Performance Indicators

- Reporting of all hazards, incidents and near misses to Manager/Supervisor.
- 100% participation in training sessions for fire and WH&S.
- Active participation in WH&S consultation.

Version 3 as at 02/04/2019.

Employee Name:.....

Signature: ..... Date: .....

I have discussed this position description/specification and duty statement with the incumbent.

Signature ..... Date .....