

Position Description | Te whakaturanga ō mahi Te Whatu Ora | Health New Zealand

Title	Employment Relations Specialist		
Reports to	HR Manager: Business Partnering and Operations		
Location	Dunedin/Invercargill		
Department	People and Capability Directorate		
Direct Reports	Nil	Total FTE	
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	October 2022		
Job band (indicative)	Individual Employment Agreement		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is to:

- provide general employment relations & employment law guidance
- interpret and support the effective implementation of human resource policies, collective bargaining agreements, and employment legislation.

This includes providing specialist advice and support for the resolution processes for employment relationship problems.

A key deliverable for this role is sharing expertise and building the capability of the HR Business Partners and HR Consultants to enable them to provide ER support to managers. The role focuses on building the knowledge base and assisting to manage the risk around ER issues. These are all conducted within an environment in which the day to day relationships with our employees, unions and other representatives are managed to achieve successful outcomes.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Customer Focus	<ul style="list-style-type: none"> • Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	<ul style="list-style-type: none"> • Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	<ul style="list-style-type: none"> • Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Process Management	<ul style="list-style-type: none"> • Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Organisational Agility	<ul style="list-style-type: none"> • Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network; understands the origin

	and reasoning behind key policies, practices, and procedures; understands the cultures of organisations.
Informing	<ul style="list-style-type: none"> Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.
Problem Solving	<ul style="list-style-type: none"> Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Listening	<ul style="list-style-type: none"> Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when they disagree.
Decision Quality	<ul style="list-style-type: none"> Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions

Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes Demonstrates awareness of colonisation and power relationships Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery Willingness to personally take a stand for equity Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> Lead, nurture and develop our team to make them feel valued Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation's strategic and business goals Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table

	<ul style="list-style-type: none"> • Model an agile approach –tries new approaches, learns quickly, adapts fast • Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same • Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services
Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives • Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes • Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Matters which must be referred to the HR Operations and Business Partnering Manager

- Matters requiring higher level delegations' approval
- Matters that are significant and could have a wider district, regional or national impact that needs to be considered further.
- Matters that are outside of policy or practice that could set a precedent for the organisation.

Relationships

External	Internal
<ul style="list-style-type: none"> • Legal Advisors • Ministry of Health • Trade unions • Regional & National ER Forums • Otago School of Medicine • MBIE • Other third party service providers 	<ul style="list-style-type: none"> • All Te Whatu Ora Southern Staff • Executive and Senior Leadership teams • HR colleagues (including OD and Recruitment) • HR Management team • Payroll team • Joint Union Forums (JCC/BAG/LEF) • Other Te Whatu Ora districts or entities

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification with specialised knowledge and experience in employment law OR Bachelor Degree in HR related field with a minimum of 5 years' experience in an HR generalist capacity in a highly unionised environment
- 7-8 years' experience in an ER/IR role in a unionised environment
- Experience working in large, diverse organisations
- Experience in health or other public or state services sector environment
- Experience in a similar employment relations role
- Bargaining and industrial relations
- Experience of working in partnership with external stakeholders, particularly trade unions
- Extensive knowledge of Human Resource policies, practices, and relevant employment legislation
- Knowledge of principles and practices of Employee and Labour Relations and collective bargaining
- Sound knowledge of contemporary management methods.
- Proven experience at managing performance and risks.
- Ability to plan, organize, prioritise, work independently, and meet deadlines.
- Ability to solve problems and identify solutions.]

Desired:

- LLM
- Postgraduate Diploma or papers in HR Management
- Mediation Training
- Experience at Mediation processes (MBIE) and ERA matters
- Demonstrated experience at senior level across a range of human resources functions, including: staff development, industrial and employee relations, remuneration, and performance management.
- Knowledge of the political, legislative, or other external influences affecting the health sector
- Presentation skills – communicating complex ideas to audiences with varied interests whether orally or in writing
- Training/education delivery

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate commitment and personal accountability
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity
- Acts with discretion, sensitivity and integrity at all times.
- Is adaptable and flexible – open to change (positive or negative).
- Maintains an exceptionally high level of confidentiality and professionalism
- Experienced, balanced outlook that lends to fast, pragmatic decisions and actions based on sound judgement
- Holds self and others accountable
- Appreciates and values diversity
- Open to different views and opinions.
- Ability to move between big picture and detail.
- The ability to build trust through business acumen, delivering against targets and objectives as promised.
- Communicate effectively with all stakeholders.
- Demonstrates an ability to engage at relevant levels to support constructive outcomes.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.