



## POSITION DESCRIPTION

<b>Position Title</b>	<b>Employee Relations ('ER') Advisor</b>
<b>Current Incumbent</b>	New Role
<b>Department/Function</b>	People, Culture and Development (PC&D)
<b>Location</b>	Support Centre, Milton
<b>Reports To (<i>Position</i>)</b>	Industrial Relations Specialist
<b>Positions Reporting to this Position</b>	Nil
<b>Effective Date (of PD)</b>	May 2019

<b>Main Purpose/ Primary Objective</b>	<p>This role will provide high quality employee relations advice and support to leaders and managers. As a workplace relations professional, the ER advisor is a change manager, a conflict resolver/mediator, influencer and commercially astute problem solver.</p> <p>This role will have a strong understanding of the Lutheran Services values and goals, in order to implement workplace relations programs that deliver best practice solutions, whilst achieving commercial outcomes and workplace efficiencies. The ER Advisor must be proactive and innovative when providing workplace relations advice and support to the services to ensure managers deploy the most effective people management approaches and get the very best from their people.</p> <p>The role objectives align with the overall people plan and the strategic objectives of Lutheran Services.</p>
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<b>Key Accountabilities/Key Result Area</b>
<ul style="list-style-type: none"><li>• Interpreting, advising and coaching managers on compliance with requirements under modern awards, our enterprise agreement and industrial legislation.</li><li>• Liaising with the leaders and managers to ensure consistency across Lutheran Services with approach to the employee lifecycle, including, people management, workforce planning, policy and process.</li><li>• Coaching, training and supporting leaders and managers on managing underperformance, ill and injured employees and disciplinary processes, including proactive development and implementation of strategies, policies/guidelines and training materials.<ul style="list-style-type: none"><li>○ Work to ensure issues, conflicts and complaints are responded to immediately and appropriately to avoid escalation</li><li>○ Maintain regular information sharing with relevant senior managers</li><li>○ Facilitate discussions or interviews where appropriate</li><li>○ Prepare or review performance improvement plans, warnings and formal documentation for leaders and managers, demonstrating a positive and restorative approach to disciplinary matters wherever possible</li><li>○ Seek to coach employees and managers to improve skills and practices to reduce risk of recurring issues</li></ul></li><li>• Provide coaching and support to management on introducing change. Provide best practice</li></ul>



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advice and support on consultation processes conducted with employees and the unions where required.

- Contribute to policy development and implementation in relation to workplace relations matters. Participate in the design, development and roll out of PC&D processes, tools and initiatives.
- Work collaboratively with PC&D peers in relation to Health Safety & Wellbeing, Talent Management and Organisational Design initiatives.
- Work collaboratively with the WH&S rehabilitation team to manage workplace investigations and return to work cases.
- Keep abreast of legislative changes and developments in Human Resources practice, and maintain

### Key Relationships/ Interactions

This role is required to build positive relationships with all Service Managers, Coordinators, Team Leaders and all Support Centre employees.

### Position Requirements (*Knowledge and Experience*)

- Tertiary qualified in Human Resources or related discipline
- 3-5 years experience in all aspects of Employee Relations
- Experience providing high-level strategic advice to senior executives and managers to develop practical workplace relations solutions.
- Experience providing technical advice on industrial relations matters and sensitive employee relations issues.
- Experience working in a health or service orientated industry.
- Commercially minded, having had to influence and build credibility with key stakeholders.

### Culture

At Lutheran Services we promote a culture that supports high and ethical performance. Our leadership team, believes a high performance culture that is characterised by:

- a learning and growing environment
- a high achievement orientation
- a sharing environment - information, resources, ideas and goodwill
- commitment to being the best we can be
- humility, fairness and openness in how we go about our work.

All within the context of acting in the best interests of Lutheran Services, and working in accordance with our Values.

Prepared By

Date

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**We certify that the content of this position description is accurate:**

Incumbent's  
Signature

Date

/ /

Manager's Signature

Date

/ /

NOTE: This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.