



MANAGER WORKFORCE DEVELOPMENT

JOB & PERSON SPECIFICATION

MAY 2018



JOB SPECIFICATION

Manager Workforce Development

Award/Agreement Non Award

Responsible to Executive Manager Workforce Development and Governance

Summary of role In accordance with Resthaven philosophy and policies, the Manager Workforce Development is responsible for the effective leadership and management of the Workforce Development team and Dementia Advisory Support Service functions and related projects to ensure high quality delivery of Workforce Development strategy.

Some out of hours work may be required.

A current driver's licence is essential to enable travel to all Resthaven sites.

Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

- Determine induction, education and development requirements of the workforce through evidence based needs analysis to meet organisational business objectives.
- Initiate and deliver programs to meet needs, inclusive of a regional strategy to address requirements of all divisions.
- Responsible for being the principal liaison with external education/training providers to ensure effective stakeholder engagement.
- Develop and source training, education and development resources.
- Ensure training and education is evaluated and assessed as effective on the job in meeting the identified needs.
- In conjunction with the Executive Manager Workforce Development and Governance contribute towards strategic planning to address labour and skill needs throughout Resthaven by the review, development and management of systems, policies and processes related to:
 - Buddy and mentoring programs;
 - Student Placement;
 - Strategy and marketing of workforce development opportunities;
 - Traineeships/apprenticeships and co-branded approaches to skills development.
- Undertake workforce skills profiling and analysis to ensure current and future needs are addressed.
- Develop effective reporting mechanisms to reflect the outcomes of the various areas of responsibility including:
 - costs of training investment;
 - trends to assist with strategic workforce development planning.
- Undertake special projects as directed by the Executive Manager Governance and Workforce Development.
- Implementation and management of the Resthaven Learning Management System and its articulation with face to face and blended education methodologies.



- Negotiation of external provider contracts related to provision of training / education and assessment of performance of contractors.
- Facilitate and manage risk by:
 - Demonstrating leadership in the implementation of Resthaven's WH&S and Quality systems;
 - Contributing to continuous improvement through the review of services, structure, policy and procedure;
 - Implementing Risk Management policy;
 - Effective management and performance review of workforce development team subordinates performance.
- Undertake relieving duties as required commensurate with skills and experience.
- Participate effectively as a member of corporate committees as identified and established from time to time.

Quality and Safety

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

Privacy and Confidentiality

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff.
- Ensuring that any "Confidential Information" that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
 - business or operational interests;
 - methodology and affairs;
 - financial information;
 - anything else that is notified as being confidential.

Other duties as directed by the Executive Manager Workforce Development and Governance, commensurate with classification and training.



ESSENTIAL CRITERIA

Qualifications / Experience

- Experience in Workforce Development.
- A degree in health and/or business management.
- Certificate IV in Assessment and Workplace Training and or qualifications in adult education.
- Management in a health setting preferably involving retirement living and aged care residential & community services.
- Knowledge of legislation appropriate to the delivery of residential and community services, retirement living and Regional Assessment Services.
- Ability to interpret Resthaven's purpose and values in preparation and implementation of policies and procedures and approaches to learning and development.
- Ability to communicate effectively both verbally and in writing at all levels of the organisation with commitment to co-design principles.
- Demonstrated ability to:
 - Review and analyse policies, procedures and practices and implement change where identified enhancements can be made;
 - Provide leadership and encourage the development of better practice;
 - Work in a changing environment, maintain flexibility to external and internal pressures and supporting others in these times;
 - Design training and education programs to meet business needs.
- Proven ability to negotiate and implement new initiatives.
- Proficient in the use of the Microsoft Office Suite programs, including Word and Excel.
- Ability to work with minimal supervision.
- Well-developed problem solving skills.
- Proven ability to successfully deploy a Learning Management System.
- Ability to evaluate the effectiveness of training programs.

DESIRABLE CRITERIA

Qualifications / Experience

- Proficient in IT based management systems, particularly "Totara" systems.
- Knowledge of contemporary management practices.
- Awareness of gerontological issues.
- Knowledge and understanding of Aged Care service standard requirements.
- Experience in workforce planning.



HOW TO APPLY

Applications in Word format only should be forwarded to Andrew Reed, Justin Hinora & Bernie Dyer by email 23174@hender.com.au

Telephone enquiries are welcome on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.