

**Position Description**

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| **Title** | Workplace Relations Lead | **Position Reports to** | Senior Manager Human Resources |
| **Classification** | *G*rade 5 Level 5 (HS33) | **Employment Status** | Full Time (1.0FTE) or Part Time (0.8FTE) |
| **Enterprise Agreement** | Health and Allied Services, Managers and Administrative workers enterprise Agreement 2021 - 2025 | | |

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 60 different specialist clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24-hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

# Vision Mission and Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

* **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
* **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity.
* **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients.
* **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke-free environment.

# Position Summary:

The Workplace Relations Lead is responsible for the provision of specialist industrial relations advice and services to senior management. Responsibility includes the development of Workplace Relations procedures and processes to ensure Fair Work Act compliance; management and resolution of industrial relations matters; and leadership of Enterprise Agreement implementation.

# Key Responsibilities / Performance Outcomes:

**Enterprise Agreements**

* Develop relationships and liaise with VHIA (public health sector bargaining agent)
* Advocate the interests of the Eye and Ear to VHIA within Victorian public sector IR principles.
* Active membership of VHIA working groups and forums. Provide proactive analysis and advice to both VHIA and business on the impact to Eye and Ear of proposed changes to the Enterprise Agreements.
* Lead the project/change management of implementation of 7 Enterprise Agreements terms and conditions including ensuring payroll, HRIS and rostering compliance and manager training/briefings.
* Ensure EA updates are communicated internally, and employees are aware of changes.

**IR**

* Develop and maintain ongoing positive and productive relationships with relevant unions and representatives and Chair various consultative committees
* Maintain industrial relations issues register to record status of current and ongoing IR issues.
* Manage register of Change Impact Statements and ensure Eye and Ear compliance with EA consultation requirements
* Support and advise managers on change impact initiatives
* Manage and update IR related policies and provide training for managers on their effective use
* Assist with complex advice to Senior HR manager on effective case management of business partnering issues such as disciplinary matters, conflict resolution, performance management, grievances and investigations, and attendance management.
* Coordinate or provide representation at the Fair Work Commission, liaise with legal advisors and employment specialists regarding specific industrial relations issues, including drafting instructions, to ensure that the interests of the Eye and Ear are protected.

**Investigation and Mediation**

* Personally conduct investigations into formal complaints and grievances and brief out highly sensitive or complex investigations
* Mediate disputes between individuals

**Payroll support**

* Provide accurate and updated rates of pay to the Payroll team and work with Finance on the remuneration impacts of new agreements by providing all the necessary salary information.
* Interpret the EAs and provide calculations for payroll in response to complex pay queries or disputes

**General**

* Undertake any other duties as reasonably direccted.
* Participate in the Eye and Ear Hospital Performance Management system including the annual performance review and development plan.

# Quality, Patient Safety and Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

* + Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework to deliver safe high quality and person-centred experience and care.
  + Participating in reporting and analysis of safety and quality data including risks or hazards.
  + Participating in improvement activities.
  + Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
  + Participating in appropriate professional development activities and other quality and safety training.
  + Participating in health service activities required for accreditation.
  + Ensuring appropriate use of hospital resources.
  + Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost-effective practice.
  + Actively participate in the annual performance development cycle.
  + Is compliant with the Eye and Ear Data Accountability Framework.

# Occupational Health and Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Leaders are required to:

* + Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
  + Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
  + Participate in wellness@work initiatives.
  + Lead and report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
  + Understand and adhere to emergency procedures.
  + Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
  + Participate actively in return-to-work programs if injured, and supporting injured colleagues in their return to work.

# Selection Criteria: Qualifications, Experience and Competencies

**Essential**

* Tertiary qualification in Law/Human Resources/Industrial Relations and or related discipline
* Extensive experience in Workplace Relations roles
* Expert technical knowledge in IR and employment law.

**Desirable**

* Experience in medium to large complex public sector organisations with multiple unions and enterprise agreements
* Health industry experience and understanding of Health industry awards and agreements desirable
* Mediation and investigation training desirable

**Competencies**

* Resilient, with ability to work to tight deadlines in a dynamic, fast moving environment
* Strong interpersonal & relationship building skills.
* Ability to command respect of clients through responsive service and expertise.
* Well-developed communication and presentation skills.

# Key Working Relationships

(Internal) Executive Directors, Managers, People and Culture, Medical Workforce Unit, Finance, In-House Legal counsel, Payroll.

**External** Melbourne Health Payroll, Service providers, Industrial Organisations, Relevant unions

*All staff are required to have a satisfactory National Criminal Record Check.*

# Author of Position Description:

Name: Danielle Byrnes

Date: August 2025

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

**Agreement**

I have read, understood and agree to comply with the position description.

Name:

Signature:

Date: / /