

Position Description

Manager Employee Relations

Classification:	Executive Level 5 - EX05 (HS/Administrative worker equivalent HS6 - Grade 6)
Business unit/department:	People & Culture
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 - 2027
Employment type:	Full-Time
Hours per week:	38
Reports to:	Director Workplace Relations
Direct reports:	2
Financial management:	Budget: nil
Date:	October 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

Reporting to the Director Workplace Relations, the primary focus of this role is to manage a team of Employee Relations Advisors and provide high level support, coaching and advice to line managers, HR Partnering and the broader People & Culture division. The role will also drive employee relations initiatives such as ER policy frameworks, governance and compliance, complex case management and investigations. The Manager, Employee Relations will ensure ER operations are delivered in a way that is fair and consistent with Austin's policies and procedures to promote a positive employee relations culture and minimise risks to the organisation.

About the Directorate/Division/Department

The Workplace Relations team is a specialist centre of expertise that leads the governance and compliance of workplace relations obligations. It includes risk management advisory services on all things related to the employment relationship including HR systems design, HR Policy and Processes, interpretation of employment entitlements and provision of case management support services for Austin Health Managers and employees on workplace employment related issues.

Position responsibilities

- Provide leadership and coaching to the People & Culture Employee Relations team, supporting their development and creating a strong culture of collaboration, service delivery and best practice outcomes.
- Work with the Director to ensure a suitable operating model is in place and manage workloads across the team.
- Work closely with other managers in P&C to align the activities of the BP team with the broader function.
- Participate in the implementation of the Austin Health People Strategy and P&C annual operating plan.
- Provide clear and contemporary advice and support to line managers on complex cases, likely outcomes and any risks or concerns.
- Support Line Managers to manage more complex matters end to end, acting as a trusted advisor.
- Identify matters that require further intervention/assistance from ER and/or HR Partnering
- Provide coaching and support to the ER team, and identifying any development and training needs
- Responsible for ER escalations and ensuring responses are provided in a timely manner, including development of strategies to manage inbox equitably across ER team
- Support the Director of Workplace Relations with project management of EBA translations and implementation processes across the organisation and lead these projects where required
- Act as subject matter expert for interpretation of enterprise agreements and other applicable industrial instruments, policy and contracts
- Attend and facilitate (where required), EBA consultative meetings.
- Analyse risks, trends and ER “hot spots” across departments and work collaboratively with the ER team, HR Systems and HR Partners to consider and develop interventions/solutions
- Provide support and advice to HR consulting with change management activity
- Support line managers with EBA Dispute Resolution processes with view to minimise disruption and risk to the organization
- Represent Austin Health at Industrial Tribunals such as Fair Work, VCAT and VHREOC
- Identify opportunities for continuous improvement within the ER function
- Develop and facilitate informal knowledge sharing sessions to continuously build the capability of the ER team
- Lead and participate in projects within ER and across P&C
- Review ER polices and processes with view to simplify, ensuring alignment with our People Strategy and Values
- Identify capability gaps in case management process and develop/enhance toolkits and support materials for line managers
- Establish and maintain relationships with internal & external stakeholders (including Union's, VHIA etc.)
- Provide support and advice to HR consulting with change management activity to manage both collective IR risks and individual ER risks.



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Selection criteria

Essential skills and experience:

- A commitment to Austin Health values: Our actions show we care, we bring our best, together we achieve and we shape the future.
- Excellent knowledge of relevant employment legislation and a proven ability to interpret and apply industrial instruments, policies and procedures in a broad range of complex situations.
- At least 5 years' experience in an IR/ER management role, with a proven ability to develop effective strategies, solutions and interventions to address the full range of complex employee relations and industrial relations matters.
- Ability to manage legal claims and lead industrial disputes in external forums such as Fair Work, VCAT and other relevant Tribunals
- Experience in complex union environments, working across multiple EBAs and a diverse workforce.
- Highly developed conceptual, analytical and problem-solving skills and strong attention to detail.
- Excellent communication (verbal and written) and interpersonal skills, including the ability to consult effectively with a diverse range of stakeholders including at the Executive level.
- Well-developed negotiation skills and the ability to gain the confidence and cooperation of employees, managers and other stakeholders to facilitate positive outcomes.
- Sound judgement and maturity to handle sensitive matters competently.
- Highly organised, with a proven ability to plan and prioritise work effectively and respond well to change in a dynamic team environment.
- Proficiency in Microsoft office suite

Desirable but not essential:

- Experience in the public health sector or a related industry would be advantageous.

Professional qualifications and registration requirements

- Relevant tertiary education in Human Resources, Business, Law or Industrial Relations

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.



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Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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