



HERITAGE LIFECARE

# Position Description

## Organisational Development Business Partner

### Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our care homes and villages. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/ Whānau and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values.

Our pursuit of excellence comes from the things we value the most:



**People First** - Enhance the health, safety & wellbeing of our people.



**Nurture Success** - Seize opportunities every day, and in every moment.



**Better Together** - Work together in respect and harmony to empower everyone.

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.

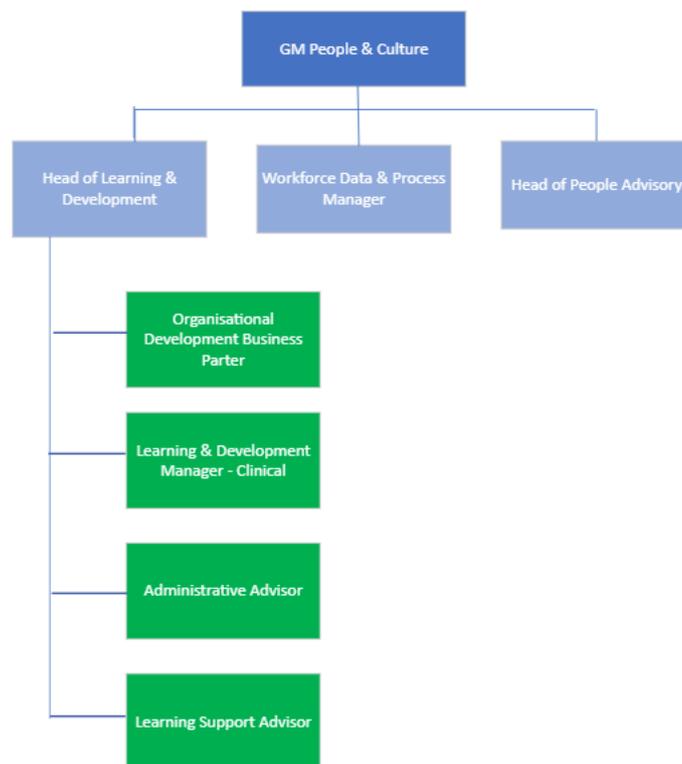
### Position Overview:

The Organisational Development (OD) Business Partner is responsible for developing approaches, tools and frameworks in areas including, but not limited to: operating model, culture, performance, change management and skills/competencies. The role will deliver impactful change by translating this big picture thinking into projects and initiatives that enable delivery of strategic goals.

Working with the wider People and Culture Team, the OD Business Partner will ensure that Heritage values, culture and competencies are embedded in all People processes.

- Reports to:** Head of Learning & Development
- Direct Reports:** N/A
- Functional Relationships:**
  - People and Culture Team
  - Regional Leadership teams (Trios)
  - Care Home and Village Manager(s)
  - Support Office Teams Wider employee network

### Team Structure:



### Key Accountabilities:

#### Organisational Development Approach and Roadmap

- Develop and embed fit-for-purpose organisational design tools, frameworks and methodologies, as required.

- Analyse current state models and recommend future-fit designs based on data, engagement and industry trends.
- Develop and implement an organisational development roadmap of initiatives that support delivery of the organisation's strategy.

### Culture and Employee Value Proposition

- Design and deliver engagement surveys, pulse surveys and other mechanisms to gather data on engagement, culture and our employee value proposition that informs OD decision-making.
- Contribute to the development of an employee value proposition that supports the selection and retention of people that fit Heritage's culture.
- Contribute to culture initiatives across Heritage including our values, mission and vision.
- Contribute to a reward and recognition programme.
- Support development and implementation of ESG strategy.
- Develop and implement Employee Wellbeing Strategies.
- Develop initiatives that improve the performance of our people.

### Strategic Talent Development

- Lead the development of Heritage Skills / Competency frameworks and ensure they are embedded across People processes.
- Work with the wider L&D team to identify strategic learning needs and initiatives to meet these needs.

### Change Enablement

- Lead or support change impact assessments, stakeholder engagement, and communications.
- Grow organisational capability in change management and leading change.
- Coach leaders on change leadership and implementation of best practice.

### Business Partnering

- Partner with People & Culture and the wider business to co-design impactful OD initiatives.
- Establish credibility as a trusted advisor and influencer to Heritage senior leaders.
- Facilitate workshops, design sessions and decision-making forums.

### Continuous Improvement & Innovation

- Identify opportunities for ongoing improvements in operating efficiency and service delivery.
- Identify and recommend innovative process improvement opportunities.

### Personal Development

- Keep up to date and report any developments within the industry that may impact on organisational development.
- Attend conferences, seminars and workshops related to the Aged Care Industry and or organisational development as determined in conjunction with your manager

### Representation

- Develop business relationships and actively promote the interests of Heritage with suppliers, contractors and industry forums
- Proactively foster Heritage's good reputation at all times

- Keep abreast of competitors and how they compare and contrast with our organisational development programmes and initiatives ensuring we are positioned for maximum advantage.

### Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

As a leader of our people approach, you are required to demonstrate leadership in all health and safety matters for your area of responsibility. This means ensuring that Heritage Lifecare complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and minimise, so far as is reasonably practicable.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

### Financial Authority

N/A

### Person Specification

#### Essential skills, knowledge and experience

- Track record in designing, developing and embedding organisational development programmes.
- Committed Culture champion– walks the walk, understands the importance of role modelling.
- Demonstrated high levels of emotional intelligence with the ability to build strong relationships across the organisation.
- Demonstrated strong communication skills and ability to influence senior stakeholders.
- Excellent attention to detail and the ability to apply good judgement when making decisions.
- Resilient
- Collaborative and engaging with subject matter experts and stakeholders regardless of position, internally and externally

### Desirable skills, knowledge and experience

- A relevant tertiary qualification
- Experience in the Health and or Aged Care sector.

### Core Competencies

Personal Attributes and Self-Management	<ul style="list-style-type: none"> <li>• Demonstrates respect, empathy and interest in others.</li> <li>• Demonstrates a high standard of conduct and accountability.</li> <li>• Acts with courage, championing ideas, facing up to problems and taking necessary action.</li> <li>• Resilient: deals effectively with pressure, responds constructively to setbacks and recovers quickly.</li> <li>• Inclusive: Fosters an inclusive culture to support organisational goals</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Provides thought leadership on organisational development and practice.</li> <li>• Coaches, mentors and supports others in applying OD best practice. <ul style="list-style-type: none"> <li>• Adapts communication style depending on people and situation.</li> <li>• Maintains focus on own professional development.</li> <li>• Fosters learning from experience and sharing across the organisation.</li> <li>• Acknowledges great performance as part of everyday practice.</li> <li>• Provides support for addressing under-performance and develops high performers.</li> </ul> </li> </ul>
Deliver excellence with and through others	<ul style="list-style-type: none"> <li>• Critical thinking and sound decision-making: gets to the root cause of an issue and deals with it. Considers options and potential implications of decisions and makes evidence-based decisions. Can be relied upon to make sound decisions in a crisis. Deals with ambiguity.</li> <li>• Manages stakeholder relationships: Develops and maintains positive, effective relationships with care home and support office staff and has hard conversations as needed. Advocates for the dignity, autonomy, and well-being of residents and staff. Develops and maintains strategic, effective relationship with relevant industry stakeholders to promote the organisation's interests.</li> <li>• Knows what excellence looks like in OD practice and supports the development of systems, processes and education to transfer this into practice across the organisation. Works collaboratively on OD issues.</li> <li>• Influences others to ensure OD best practice is adopted: seeks to understand stakeholder positions, anticipates obstacles and works to ensure effective resolution; positions a case in a clear, persuasive and impactful way.</li> <li>• Leads by example, setting high standards of performance for self and others.</li> <li>• Focuses on key areas and collaborates to deliver results.</li> </ul>
Manage Quality, Risks & Compliance	<ul style="list-style-type: none"> <li>• Owns &amp; tackles issues and risks in own area before they escalate and does not walk past issues or behaviour that need to be addressed.</li> <li>• Can comfortably handle risk and uncertainty, including in a crisis.</li> <li>• Seeks continuous improvement in OD practice across the organisation: Fosters a learning culture where reflection on practice and sharing</li> </ul>

	<p>learnings is the norm and role models a focus on learning, not blame, when things go wrong.</p> <ul style="list-style-type: none"> <li>• Keeps up to date with industry compliance needs and ensures these are translated into practice across the organisation.</li> </ul>
<p>Drive Business Performance &amp; Growth</p>	<ul style="list-style-type: none"> <li>• Understands commercial drivers in aged care and proactively keeps abreast of developments that affect business performance in own area of expertise.</li> <li>• Applies commercial acumen: Supports commercial growth of the organisation, as appropriate, within own discipline by planning and delivering appropriate workstreams within strategic plan.</li> <li>• Thinks and acts strategically: considers impacts of decisions on business performance. Plans and communicates appropriately to support delivery of workstreams that contribute to the organisation's strategic objectives.</li> </ul>