

Position Description

People and Culture 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:

To provide leadership, expert advice, and coaching to our Regional Managers and Frontline leaders. To ensure that effective people strategies, workforce advice, plans, and objectives are adopted to build capability and fulfil our long-term strategic goals. To continuously improve processes, procedures and approaches to ensure the effective and efficient delivery of People and Culture services. Working with the wider People and Culture Team the Business Partner will ensure all people approaches remain compliant and aligned with best practise.

The position brings business understanding, strategic workforce capability and a depth of HR experience when working in partnership with regional leaders to drive business outcomes.

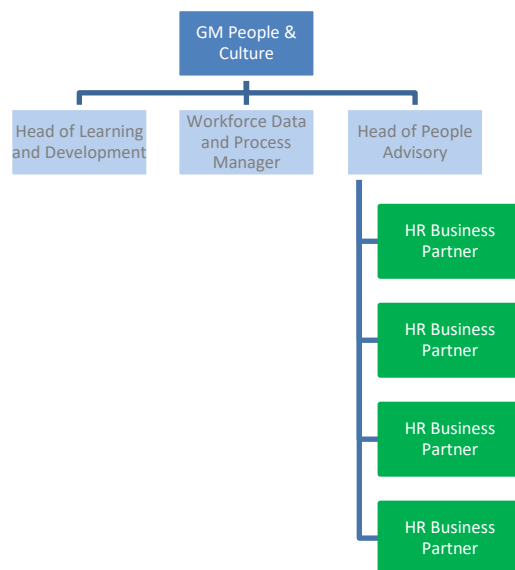


Reports to: Head of People Advisory

Direct Reports: N/A

Functional Relationships: People and Culture Team
Regional Business Manager
Regional Healthcare Advisor
Care Home and Village Manager(s)
Clinical Services Manager(s)
Registered Nurses
Care Home and Village employees
Support Office Teams
Wider employee network

Team Structure:



Key Accountabilities:

Business Partnering

- Establishes credibility as a trusted advisor, and influencer to the regional leaders to ensure strategic people decisions are made and people issues are well managed.
- Build and maintain significant understanding of regional work programme and context and ensures that knowledge shapes advice and initiatives.
- Always seeking to ensure the companies people strategy outcomes are implemented fully and within acceptable timeframes within the region
- Actively contributes to the strategic and operational direction of the region whilst ensuring it aligns with the overall business strategy
- Brings business input into the design of the company wide people initiatives and carries information back to the business in a timely and appropriate manner. Establishment and maintenance of effective feedback loops are critical.



- Provides expertise across a full range of workforce and people practices and draws on further expertise from the People and Culture team and / or reputable research to
- Communicate new initiatives and business process changes to the business and support the implementation into the business. Provide feedback on the success of initiatives to ensure building the ongoing quality and achievement of outcomes
- Actively collaborate and contribute to the shaping of the design of people frameworks and initiatives as well as implementation planning

Manage the delivery of HR Advice

- Provides direct hands-on operational HR support and advice to Regional and Care Home network across the full suite of HR practices and brings in appropriate support from the People Capability Team in a timely manner.
- Works with the wider People and Culture team to present a full picture of all people services into the portfolio. Understands the volumes and themes related to this support. As appropriate seeks attention to priority matters which may mean asking from attention to matters from either the business or people capability were there are risks and/or delays. Uses this information to understands any emerging issues for a particular business group.
- Feeds back business context to People Capability team to ensure operational practices are tailored to business needs.
- Manage and resolve employee relations and workplace injuries ensuring these are well managed and meet the requirements of the companies policies, best practise and employment legislation. Provide advice, support and guidance to the regional team on these matters. Supports with required paperwork and documentation ensuring business practises and legal obligations are met.
- Focuses on empowering and developing the leaders in your region in HR practices, increasing the capability and employee culture throughout the business.

Workforce Planning

- Work with regional management to ensure the workforce plan and approach considers the cost of the workforce, informs the type of resource needed and the most appropriate engagement type, (Employee or contingent workforce placements) and ensures that there is consistency in roles and accountabilities across the company and in line with service provider requirements.
- Works closely with the regional team and finance to ensure workforce costs remain within budget and undertakes measures to remain in budget whilst delivering good care outcomes.
- Provide strategic initiatives and guidance in the development of talent strategies, workforce planning, recruitment approaches and organisational structures.
- Partakes in recruitment of key and critical roles within the region ensuring all aspects of the



leadership competency is measured against.

- Works alongside the learning and Development team to drive capability and growth in the region. Partners with the Learning and Development and Culture teams to manage succession planning and talent management in your region.

Continuous Improvements and Projects

- Actively identifies and drive improvement projects within the people and Culture team and specific to your region. Shares learnings across the People and Culture team and wider business to continuously improve approaches and capability.
- Actively partakes and drives projects as required.

Metrics

- Uses metrics to identify people and business improvement opportunities
- Managers consistent reporting and themes for the region. Works with other business partners to identify companywide initiatives
- Understands the importance of metrics to drive performance in the business and continuously measures success against these.

People Leadership

- Build effective relationship within the People and Culture team by creating a working environment within the team that encourages high performance, engagement, collaboration across teams, knowledge sharing, ongoing learning, creativity and innovation.
- Contribute as a member of the People and Culture team to build the capability of the People and Culture Team. Ensure and promote the right attitudes and behaviours that contribute to the overall culture of People and Culture.
- Provide support, coaching and direction to People and Culture team members to ensure career aspiration and career growth is achieved across the Team.

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 significant partner of leaders of people, 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.



HERITAGE LIFECARE

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



Core Competencies

<p>Personal Attributes and Self-Management</p>	<ul style="list-style-type: none"> • Demonstrates respect, empathy and interest in others. • Demonstrates a high standard of conduct and accountability. • Acts with courage, championing ideas, facing up to problems and taking necessary action. • Resilient: deals effectively with pressure, responds constructively to setbacks and recovers quickly. • Inclusive: Fosters an inclusive culture to support organisational goals
<p>Leadership</p>	<ul style="list-style-type: none"> • Provides thought leadership on HR policy and practice. • Coaches, mentors and supports others in applying HR best practice. • Adapts communication style depending on people and situation. • Maintains focus on own professional development. • Fosters learning from experience and sharing across the organisation. • Acknowledges great performance as part of everyday practice. • Provides support for addressing under-performance and develops high performers.
<p>Deliver excellence with and through others</p>	<ul style="list-style-type: none"> • 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. • 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. • Knows what excellence looks like in HR practice and supports the development of systems, processes and education to transfer this into practice across the organisation. Works collaboratively on strategic HR issues including talent development & workforce planning. • Influences others to ensure HR 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. • Leads by example, setting high standards of performance for self and others. • Focuses on key areas and collaborates to deliver results.
<p>Manage Quality, Risks & Compliance</p>	<ul style="list-style-type: none"> • Owns & tackles issues and risks in own area before they escalate and does not walk past issues or behaviour that need to be addressed. • Can comfortably handle risk and uncertainty, including in a crisis. • Seeks continuous improvement in HR practice across the organisation: Fosters a learning culture where reflection on practice and sharing learnings is the norm and role models a focus on learning, not blame, when things go wrong. • Keeps up to date with compliance needs in HR and ensures these are translated into practice across the organisation.



Drive Business Performance & Growth	<ul style="list-style-type: none">• Understands commercial drivers in aged care and proactively keeps abreast of developments that affect business performance in own area of expertise.• Applies commercial acumen: Supports commercial growth of the organisation, as appropriate, within own discipline by planning and delivering appropriate workstreams within strategic plan.• 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.
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The intent of this position description is to provide a representative summary of the major duties and responsibilities, and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.